

**COMMISSIONERS**  
BOB STUMP - Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000155538

**ARIZONA CORPORATION COMMISSION**

**ORIGINAL**

**MEMO**

To: Arizona Corporation Commission, Docket Control  
From: Office of Commissioner Susan Bitter Smith  
Date: August 15, 2014  
Re: EPCOR Arizona Water, Inc.  
SW-01303A-09-0343  
W-01303A-09-0343

Commissioner Bitter Smith's office has received over 150 emails regarding the above captioned docket. The documents can be viewed in Docket Control or online on the eDocket website.

Arizona Corporation Commission  
**DOCKETED**

AUG 26 2014

DOCKETED BY 

RECEIVED  
2014 AUG 26 A 9:29  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Teresa Tenbrink**

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**From:** sjmicrosmith@aol.com  
**Sent:** Friday, August 15, 2014 10:06 AM  
**To:** BitterSmith-Web  
**Subject:** We Oppose Epcor's Proposed Combining Rates

## Dear Commissioner Bitter Smith:

We bought our first home in Sun City West in 2001. When we chose to live in Sun City West we looked very carefully at everything that should effect our lives there; cost and condition of the house, the costs connected with living in it, which included: the taxes, power, water, garbage, sewer, and other related expenses. We were satisfied with what we found. We understood that Sun City West had its own facilities and we understood the cost of them and found them satisfactory for our needs. We, along with many of the other residents in Sun City West, are winter residents and live less than a year (most less than 6 months) in our homes here. Residents do not generate any waste water to be disposed of during the time they are gone, but are required to pay for it, along with a water charge, during their time away.

We see **ABSOLUTELY NO JUSTIFICATION** in combining rates with other NON RELATED COMMUNITIES to help pay for their particular problems, situations, and rates when they have different problems/situations to deal with that we have no control over.

We have several neighbors here who we know LIVE ON VERY LIMITED INCOMES and any kind of increase of this kind I think is unconscionable and will effect their ability to have a comfortable life.

Please leave things as they are and not having one person paying for a stranger's waste water or other cost.

Sincerely,  
Tom and Suzanne Jones  
13919 W. Trail Ridge Dr.  
Sun City West, AZ 85375

CC:  
Gary Pierce, Commissioner - [pierce-web@azcc.gov](mailto:pierce-web@azcc.gov)  
Brenda Burns, Commissioner - [bburnsweb@azcc.gov](mailto:bburnsweb@azcc.gov)  
Bob Stump, Chairman - [stump-web@azcc.gov](mailto:stump-web@azcc.gov)  
Susan Bitter Smith, Commissioner - [bitterSmith-web@azcc.gov](mailto:bitterSmith-web@azcc.gov)  
Bob Burns, Commissioner - [rburns-web@azcc.gov](mailto:rburns-web@azcc.gov)

The mailing address is:

**Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington - 2nd Floor  
Phoenix, Arizona 85007**

## Teresa Tenbrink

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**From:** Kathleen Cravatta <lakelover737@gmail.com>  
**Sent:** Friday, August 15, 2014 8:12 AM  
**Subject:** Epcor rate increaseURGENT take action

- >
- >
- > Re: Epcor's request for Waste Water Rate Increase Dear Commissioner:
- > All five water districts in question are diverse in age, geographical spread, time of original construction and other factors that result in different utility costs.
- > The commissions previous decision, in 2012, was that it would not be in the public's best interest for the water company (American Water Company) to implement a full system consolidation.
- > The cost-causers were expanded because of the dramatic expansion of the Northwest Valley. A number of communities were developed without a long term plan. The Sun Cities retirement communities were developed and built out in the 1980's and 1990's while other development communities and municipalities continued their development growth.
- > If it wasn't in the public's best interest to consolidate two years ago, it certainly isn't prudent to do so today.
- > Thank you for your consideration.

>  
Michael & Kathleen Cravatta  
14602 W Sky Hawk Dr.  
Sun City West, AZ

## Teresa Tenbrink

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**From:** Ray & Millie <msrs2123@cox.net>  
**Sent:** Friday, August 15, 2014 7:36 AM  
**To:** Burns-Web  
**Cc:** Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Epcor request for Waste Water Rate Increase

>  
> Dear Commissioner:  
> All five water districts in question are diverse in age, geographical  
> spread, time of original construction and other factors that result in  
> different utility costs.  
> The commissions previous decision, in 2012, was that it would not be  
> in the public's best interest for the water company (American Water  
> Company) to implement a full system consolidation.  
> The cost-causers were expanded because of the dramatic expansion of  
> the Northwest Valley. A number of communities were developed without  
> a long term plan. The Sun Cities retirement communities were  
> developed and built out in the 1980's and 1990's while other  
> development communities and municipalities continued their development growth.  
> If it wasn't in the public's best interest to consolidate two years  
> ago, it certainly isn't prudent to do so today.  
> Thank you for your consideration.  
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> -----  
> No virus found in this message.  
> Checked by AVG - [www.avg.com](http://www.avg.com)  
> Version: 2014.0.4745 / Virus Database: 4007/8037 - Release Date:  
> 08/14/14  
>  
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## Teresa Tenbrink

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**From:** carol.sarna@cox.net  
**Sent:** Thursday, August 14, 2014 10:51 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR - Waste water Rate proposals

Dear Sirs:

At the time EPCOR purchased the water district, they were very much aware of the variance in rates between the existing districts. Likewise, as each homeowner chose their current residence they also were aware of the agreements made by the Developers before their purchase and in writing, agreed to honor those agreements. Here in Sun City West we have other expenditures we agreed to such as the Capital Preservation Fee. We also have a different tax structure. These were some of the items each of us chose in our determination of where we would buy our home. For the first five years, I was a snowbird and left for 6 or so months each year yet I had to pay the utility charge to the water/sewer company even though no water was being used at my home not were toilets being flushed.

With the turndown I could no longer remain a snowbird and with price increase in food, gas, rec. center fees, etc, I needed to remain a 12 month resident. As the years continued to go by, my mortgage was upside down and my retirement funds were lost in the stock market decline in 2008. Many of us are living on very tight budgets and believe we should have no reason to raise our utility fees just to help out another community who happens to have higher fees. Additionally, I serve on the Board of Directors for the Community Fund of Sun City West and can tell you that more and more residents are turning to us for our "temporary funding" of resident's bills such as rent, medical, summer power bills, etc. when they just cannot pay those bills due to an unforeseen circumstance. Without the Community Fund we would have seen more seniors lose their homes in those last years of their lives. It is unfair to raise expenses for seniors when they have no possibility to have additional income. Lastly, I am also the current President of the Sun City West Singles Group and at yesterday's meeting several concerns were voiced as to how such a significant increase from Epcor will effect Single Seniors on fixed incomes. We have approximately 150 members in this Club which is only a small percentage of Single residents living in Sun City West.

At the August Meeting of the Arizona Corporation Commission, I urge you to protect the residents of Sun City West and vote no on at least #2 and #3 proposals which will directly effect Sun City West.

Thank you for your consideration of our concerns,

Carol Sarna  
21023 N Sunglow Dr  
Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** at42685@aol.com  
**Sent:** Thursday, August 14, 2014 10:20 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web; at42685@aol.com  
**Subject:** Fwd:

-----Original Message-----

**From:** at42685 <[at42685@aol.com](mailto:at42685@aol.com)>  
**To:** at42685 <[at42685@aol.com](mailto:at42685@aol.com)>  
**Sent:** Wed, Aug 13, 2014 11:10 am

I am sending this letter to urge you to vote YES on the Arizona Corporation Commission staff's recommendation that the Commission adopt, in its ordering paragraphs, all of staff recommendations discussed herein concerning EPCOR's response and the setting of a procedural conference, to address the processing of these matters. As you know, water and sewer rates in the community of Verrado have increased dramatically over the last three years due to decisions made at the Arizona Corporation Commission regarding deconsolidation. The adoption of the staff recommendations will be the first step in achieving more reasonable, affordable rates for the water and sewer customers of our community of Verrado. We should continue to have the media involved and pursue state attention to this matter. Verrado is in the process of developing Victory community, and as a resident we will place an add warning those that have a interest to buy at Verrado the concerns we are facing.

## Teresa Tenbrink

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**From:** Judy Mullins <jpmullins@cox.net>  
**Sent:** Thursday, August 14, 2014 10:17 PM  
**To:** BitterSmith-Web  
**Subject:** Full Consolidation Support - Docket No. SW-01303A-09-0343

Attn: Commissioner Bitter-Smith.

It's unacceptable that the ACC (chairman and commissioners) has allowed water/sewer rates in Verrado to escalate to a point where they have created "hardships" on our residents and have become a major deterrent to prospective homebuyers. These rate increases are driving homebuyers out and not bringing them in. It is definitely not helping an already weak housing market and slow recovery in general.

My husband and I have lived in Verrado since 2005. I list and sell homes in Verrado specifically as an independent contractor and Realtor for Coldwell Banker Residential Brokerage. I can assure you, the ACC's Decision No. 73227 for the deconsolidation of the Anthem and Agua Fria Wastewater Districts (Docket 09-0343) has affected real estate business here in a very negative way. Not a day goes by while discussing Verrado with potential clients, new homeowners and eventual tax payers in our state, the concern and questions that arise regarding the exorbitant costs of water/sewer here. This has not only been an issue for Verrado but all of the other home communities within the Agua Fria Wastewater District.

If the ACC continues to put homeowners in a position where they can't afford to live in a community and the various districts, they will simply relocate and our cities/counties will pay the price. The impact of the ACC's decision to allow these ever-increasing rate hikes extends well beyond a homeowner's pocketbook into an entire community by not being able to patronize local grocery stores, restaurants, businesses, etc as freely as they would like.

As you know, at the July 22 Arizona Corporation Commission (ACC) Open Meeting, the Commission approved a staff recommendation to re-open the EPCOR wastewater rate case for EPCOR to explore and respond to three options/alternatives the ACC identified as 1) Full consolidation of the five wastewater districts, 2) Full Consolidation, or further separation of, the Agua Fria wastewater district and 3) Re-consolidation of wastewater services for Anthem and Agua Fria.

Based on EPCOR's response to the Commission decisions as was represented before the ACC on August 8<sup>th</sup>, EPCOR noted they "continued to support FULL CONSOLIDATION of its wastewater districts as the best long-term solution to address the concerns raised by its customers, but more importantly as the "most equitable approach" in the long term for establishing rates to recover the reasonable expenses and capital expenditures that will ultimately impact every district at some point in the future." Based on the future growth factor of all of these districts, a decision that addresses long-term needs is far more reasonable and fair than a "short-term" solution for an individual district's needs.

FULL CONSOLIDATION would be a responsible and strong start in providing more affordable and sensible water/sewer rates for Verrado residents/customers and other districts overall. CONSOLIDATING all districts to allow for a larger base of customers to spread the costs to service EPCOR's customers is really the only answer and the fair thing to do in our current economic period. It is also within the ACC's regulatory role to protect its citizen's best interests to assure "fair and reasonable" utility rates and charges.

I do remember it was Mr. Pierce, Mr. Newman and Mr. Stump that voted against consolidation the last time. I do hope the Chairman and commissioners will come together this time and consider the long-term effects and not just the short-term solution for some districts. With an approval of FULL CONSOLIDATION, the ACC will provide the necessary "fair and reasonable" rates for all and protect and serve the public's best interests accordingly as they have been commissioned to do so.

Thank you for your consideration for approval of FULL CONSOLIDATION.

Judy Mullins, Verrado Resident

Realtor-Coldwell Banker Residential Brokerage

## Teresa Tenbrink

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**From:** billschmidt@cox.net  
**Sent:** Thursday, August 14, 2014 7:21 PM  
**To:** Burns-Web; Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Epcor water rates

As a homeowner in Verrado since 2005, I am very concerned about the rates we are currently paying for water-waste water here in Verrado through Epcor Water. Our monthly rate averages \$165.00 for this service and it rarely changes much (puzzling). We live in a 1568 square foot home with all rock landscaping (no grass whatsoever) and we have our plants on a drip system. There are 2 of us in this home, both in our mid 50's and we do not have a pool. Many of our friends here that have larger homes with pools are paying well over \$250.00 per month and sometimes over \$300.00. This does not include solid waste pickup either as in Phoenix. The average Phoenix water fees for this same size home are in the \$60.00 to \$70.00 dollar range and includes solid waste pickup. Some friends that live in Goodyear have about \$70.00 water/waste water bill and they have a much larger house. I would like to stay in Verrado but if the rates are not reduced to a fair level I doubt that I will be able to remain here. I would be surprised if these rates were not driving away many potential home buyers. With the rates as high as they are we all should be part owners and have shares in this company! Our rates need corrected! A.S.A.P.

Thanks, Bill Schmidt

21160 W. Green Street, Buckeye Az 85396

**Teresa Tenbrink**

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**From:** DON GIOVANNETTI <dbgio@sbcglobal.net>  
**Sent:** Wednesday, August 13, 2014 1:54 PM  
**To:** BitterSmith-Web  
**Subject:** Epcor - Rates, Docket # W-01303A-10-0448

I am a senior citizen living on a fixed income and cannot afford the high cost of water/waste water at Cross River. We moved to Cross River on May 1, 2014. We were unaware of the high cost of water/waste water prior to moving in. This has caused a financial strain on us. There are just two of us in the household and if these rates continue to rise we will be forced to sell our house and move elsewhere. I have lived in many cities/states and never had to pay such exorbitant rates. This is absurd to think that in an area where so many people are retired and living on a fixed income that our government would let this happen.

**Teresa Tenbrink**

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**From:** William Singleton <bilkat8@hotmail.com>  
**Sent:** Wednesday, August 13, 2014 9:47 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Proposed Consolidation of Sun City West, Sun City, El Mirage, etc. Re: Waste Water Rates

Commissioners –

As residents of Sun City West, my wife and I strongly oppose any consolidation of waste water rates proposed by Epcor Water District. As you know, most retirees are on fixed incomes and must scramble on a daily basis to purchase food, medicine and other items necessary to maintain their livelihood. We are no different. While we have some compassion for the Corte Bella neighborhood, they were aware when they purchased their property what their utilities were going to cost as were we. However, an increase of the magnitude this is probably going to be for some of us will be outrageous and could cause major financial problems for a lot of us.

Please do your job and keep rates fair and steady for those of us who can't afford these increases year after year.

Thank you,

William and Kathleen Singleton  
13219 W. Gaucho Dr.  
Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** Connie Burda <cburda74@gmail.com>  
**Sent:** Wednesday, August 13, 2014 9:42 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; BitterSmith-Web; Burns-Web  
**Subject:** EPCOR and AZ Republic article

Dear Commission Member,

I wrote you an email yesterday and decided to write another short email to you after reading the article in today's Arizona Republic.

It is my opinion that consolidation of the districts would provide the most equitable solution to the problem. I understand why residents of Sun City and Sun City West do not want this consolidation as it will increase their base rate. While many of the residents of these two communities are retired and on fixed incomes, please do not make the assumption that these communities house all retired individuals. I live in the Aqua Fria development that is assigned exorbitant water rates and I am also retired. I am a retired high school principal and my fixed income is the pension I receive from the state.

During my first year as a high school principal, some students cheated on their final Honors Chemistry exam. Included in those who cheated, were the valedictorian and the salutatorian of the senior class. As a result of this, the topic of my final speech to the graduates at the graduation ceremony, was "Do the Right Thing." I told the graduates that they would make many decisions in their lifetimes and I asked them to make those decisions based not on what is the easiest thing to do, or what would take less time of them to do, or what is the more politically correct thing to do, but make decisions on what is the right thing to do.

You are faced with making a decision that can correct an inequity that has been perpetuated for a number of years and that has unfairly impacted a group of residents. The status quo provides water for all but places the burden for payment on a few.

Thank you for your consideration.

Sincerely,  
Connie Burda  
12047 W Deer Valley Ct  
Sun City, AZ 85373

**Teresa Tenbrink**

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**From:** janice pavelka <janicepavelka@cox.net>  
**Sent:** Wednesday, August 13, 2014 9:27 AM  
**To:** Pierce-Web; web@azcc.gov; RBurns-Web; Stump-Web; BitterSmith-Web  
**Subject:** EPCOR consolidation of Water Districts

Commissioners: after reading the article in the Independent I have a better understanding of what is going on with the proposal by EPCOR and a few districts. The only benefits I see is to Corte Bella and EPCOR. In addition for EPCOR wanting to expense the cost of the review back to their customers is ludicrous . I could go on but you all get the message.

Sincerely,

Janice Pavelka

14235 W Circle Drive, S

**Teresa Tenbrink**

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**From:** Opal Steider <opalscw@gmail.com>  
**Sent:** Tuesday, August 12, 2014 8:00 PM  
**To:** BitterSmith-Web  
**Subject:** water waste

its tough for the seniors living as is we dont want to pay their bills we are lucky so far to pay our own with everything in prices going up steadily but not our retirement...keep your jobh and let us live in peace

## Teresa Tenbrink

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**From:** pabglen@cox.net  
**Sent:** Wednesday, August 13, 2014 3:46 AM  
**To:** BitterSmith-Web  
**Subject:** W-01303A-10-0448

My name is Pete Bieschke and I just wanted to mention that the cost for water service at cross river is the highest I ever had. My wife and I do not use any more water than needed to survive the H.O.A. requires the land scape to be maintained and I need to wash cloths and take baths. I still have large bills. I work for the deer valley school district and did not receive any raises since 2001. along with the increase in electric, gas, and living expense it makes it impossible to enjoy any extras like going out to diner or a movie. I hope The people we elected to these positions will help all of us in coming up with a reasonable solution. Thank you for all of your help Pete Bieschke  
11706 w. Planada ct  
Sun city ,Az

**Teresa Tenbrink**

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**From:** RICKYLOVESLUCY@comcast.net  
**Sent:** Wednesday, August 13, 2014 8:30 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web;  
mcoursey@aamaz.com  
**Cc:** evone I morrison  
**Subject:** HELP US!!!!!!!!!!!!!!EPCORE WATER RATES FOR THE AGUA FRIA WATER  
DISTRICT/EPCORE

AUGUST 13, 2014

TO WHOM IT MAY CONCERN,

MY HUSBAND AND I LIVE IN THE AGUA FRIA DISTRICT. THE WATER AND WASTE RATES ARE KILLING US. WE ARE RETIRED FROM ILLINOIS WHERE OUR WATER BILL WAS BETWEEN 17 & 35 A MONTH. HERE WE TRY TO BE VERY CONSERVATIVE WITH THE USE OF WATER AND OUR WATER BILL IS OVER 160.00 A MONTH. SOMETHING NEEDS TO BE DONE TO MAKE THE RATES LOWER. OTHER AREAS: ANTHEM, MOHAVE, SUN CITY AND SUN CITY WEST PAY SIGNIFICANTLY LESS.

THIS IS NOT FAIR TO THE REST OF US. CONSOLIDATING THE DISTRICTS OR USING A REASONABLE FLATE RATE SEEMS TO BE A BETTER IDEA.

PLEASE HELP US!!!!!!!!!!!

TERRY AND EVONE MORRISON

**Teresa Tenbrink**

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**From:** Kathleen Lewek <consultkathleen@aol.com>  
**Sent:** Wednesday, August 13, 2014 8:02 AM  
**To:** BitterSmith-Web  
**Subject:** Waste Water consolidation

Please vote AGAINST this proposal.

Kathleen Lewek  
Your ePRO Real Estate Consultant  
PRO-Formance Realty Concepts  
[www.ConsultKathleen.com](http://www.ConsultKathleen.com)  
(623) 396-9157 Cell  
(623) 505-4353 Fax

My business is built on referrals. I know I must exceed your expectations in order to earn the right to the long-term business relationship that offers consistency and provides economic and personal rewards to all parties. As such, I always welcome your input regarding how I can better serve your needs.

**Teresa Tenbrink**

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**From:** JOEL ANDERSON <jganderson@prodigy.net>  
**Sent:** Wednesday, August 13, 2014 3:49 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Wastewater rate issue

Dear Commissioners,

Recently we have received several communications, both from EPCOR and the Sun City West PORA, regarding proposals to consolidate wastewater districts for the purpose of equalizing rates. We are concerned about the impact this decision will have on our ability to continue living in Sun City West. Unlike some of the affected communities, Sun City West is a diverse community, with numerous residents having only modest financial resources. In our particular situation, we have sufficient means to get by, but with very little margin. When choosing to settle in Sun City West, we carefully scrutinized what our living costs would be, without imagining that utility costs would spike due to a discretionary act of the Corporation Commission. We live on a very tight budget. We assume that those choosing to settle into the newer communities also did "due diligence" and were aware of the higher utility costs. They should have built their budgets accordingly. If they failed to plan, we would argue that their mistake should not be subsidized by those of us who did. We chose Sun City West because of its affordability. Please don't change that.

Thank you.

Joel and Gail Anderson  
12437 West Toreador Drive  
Sun City West, AZ 85375  
(623) 556-2688

**Teresa Tenbrink**

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**From:** Phyllis Patrissi <pladybug10@cox.net>  
**Sent:** Wednesday, August 13, 2014 3:35 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web  
**Subject:** Waste Water Rate Consolidation

Please be advised that I vehemently oppose Options #2 and #3. The cost impact on this senior citizen would be too prohibitive, since I'm on a fixed income. Thanks in advance for your cooperation.

Phyllis J. Patrissi  
Sun City West resident

**Teresa Tenbrink**

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**From:** Mike Payne <mikepayne19521@gmail.com>  
**Sent:** Wednesday, August 13, 2014 3:13 PM  
**Subject:** Outrageous Water / Sewer Rates

Arizona Corporation Commission:

I find it ludicrous that before the toilet is flushed each month we owe over \$57.36 for just basic sewer fees. I have lived all over the country and these rates compare to what we would have paid for three months elsewhere. The fees for water through Epcor are also on the high side and now they want additional rate hikes. How can they justify this request when the base rate is so excessive to begin with. There is just two of us in the household. We have minimal vegetation in our yard, no grass to water and a small efficient swimming pool. We are mindful and conservative of this precious resource and understand we live in a desert. Yet I see parks in different parts of the city being watered during the heat of the day. How does this possibly make any sense? I travel for my job and often the house is vacant during the month but I am highly charged just the same. In this fragile housing market and slow recovery, high water / sewer rates eliminate many families from qualifying for a loan stalling our resurgence to a healthy economy. I will have to reevaluate my living here in Sun City altogether if the AZCC allows such practices to continue.

Sincerely,

George Payne

**Teresa Tenbrink**

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**From:** JUDITH <rjpebbles65@msn.com>  
**Sent:** Wednesday, August 13, 2014 2:17 PM  
**To:** RBurns-Web; BitterSmith-Web; Stump-Web; Commissioner-web@azcc.gov; Pierce-Web  
**Subject:** Waste Water

Sun City West has been a good steward of the use of our water resource. My wife and I see no benefit to the 15000 households of SCW by changing the existing format.

Bob and Judy Stone  
15614 W Futura Drive  
SCW, AZ 85375

## Teresa Tenbrink

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**From:** Tom Archer <tomarcher27@yahoo.com>  
**Sent:** Wednesday, August 13, 2014 1:05 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR waste water rate consolidation

Dear Commissioner Bitter Smith:

My wife and I purchased a home in Sun City West two years ago. We looked everything over very carefully, the house in respect to condition and the extraneous costs connected with living in it, which of course included the power, water, garbage and other community expenses and were satisfied with what we found. We understood that Sun City West had its own facilities and we understood the cost of them and found them satisfactory for our needs. Most of the residents in Sun City west are winter residents and spend six months or less a year in their homes here, and don't contribute to the waste water disposal during the time they are gone.

I see no justification in combining rates with other communities to help pay for their particular situations and rates when they have different problems to deal with over which we have no control.

We have several neighbors here who we know are on a very tight budget and any kind of increase of this kind I think is unconscionable.

Please try to find a way to leave things the way they are and not having one person paying for a stranger's waste water.

Sincerely,

Tom Archer  
1035 N. 124th Ave.  
Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** Kristin Preciado <kristin.preciado@icloud.com>  
**Sent:** Tuesday, August 12, 2014 6:41 PM  
**To:** BitterSmith-Web  
**Subject:** Concerned EPCOR Customer  
**Attachments:** Water Bills.pdf; ATT00001..txt

Dear Commissioner Bitter-Smith,

I would like to share my personal experience with you in hopes of giving you some insight as to how the increases in our water rates have affected my family. My husband and I have three school-aged children and are both hard working professionals.

We have owned our home in the Dos Rios community since 2005. Prior to purchasing, I did my research on the neighborhood including crime reports, the school/district and utilities. At the time, Arizona American Water was the water company and their prices were comparable to the surrounding areas of Peoria, Surprise and Sun City (not the age restricted community, but rather the area around 107th Ave. and Deer Valley Rd.). Prior to the name/company changing to EPCOR, our water bill was reasonable. When EPCOR took over, the amount of our water bill began to increase dramatically. (Please see the attached bills for reference.)

With Arizona American Water, my bill was typically between \$80 and \$85 each month. For example, in April 2011 it was \$87.75 and in March 2012 it was \$82.74.

When EPCOR initially took over, the rates increased slightly, even though my family's water usage was very similar. For example, our June 2012 bill was \$90.68. However, as you're aware, effective July 2012, more drastic billing changes started to occur due to the ACC voting to deconsolidate the Anthem and Agua Fria districts.

By October of 2012, my bill was \$101.72 and by July 2013, my bill was \$135.47. After yet another increase, my water bills in 2014 typically hover around the \$180 range. (May 2014 was \$180.67 and June 2014 was \$176.24). Please keep in mind, our usage has remained fairly consistent throughout the years. If anything, we have become more careful about our usage, but for some reason our bill doesn't seem to accurately reflect our caution.

Just like I was a smart consumer when we purchased our home in 2005 and researched all the related factors that accompany purchasing a home, most current homebuyers do the same. With the ongoing increases in our neighborhood's water rates, I feel that the value of our home is decreased since the buyer will have to account for a water bill that is disproportionately high compared to similar homes in nearby neighborhoods.

My hope is that a fair solution can be reached. Currently, the way the rates are structured does not seem fair at all. While some people in Sun City and Sun City West are fearful of increases in the \$5-10 range, my family's water bill has more than doubled over the last couple years! I would have gladly taken a slight increase in order to avoid a \$180 per month water bill. When putting this situation into perspective, consolidating districts seems to present the most effective and equitable way to go.

Very respectfully,  
Kristin Nickel Preciado

**Teresa Tenbrink**

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**From:** GARRY <gdleamos@msn.com>  
**Sent:** Wednesday, August 13, 2014 9:28 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Agua Fria Wastewater Residents Rate Relief Docket/Case #SW-1303A-09-0343

Dear Commissioner,

I am writing this letter in regards to your staff's recommendation to re-open the Epcor Water Arizona Inc. wastewater rate case. My wife and I moved here last year because we found Verrado to have a strong sense of community and an affordable lifestyle for retired folks like ourselves. Even though we have been as conservative as possible with our water usage (desert landscaping, etc.), we find that monthly water bills are increasing while water usage goes down due to the increases in wastewater fees. Just like most retirees, we are on fixed incomes and the cost increases are painful. That is why we want you to support EPCOR's recommendation that the Agua Fria and all the other districts be consolidated to spread out the costs among more customers and make it fairer for the residents in all the districts instead of punishing just Verrado.

Thank you in advance for your careful consideration of this issue.

Sincerely,

Garry D. Lemos

## Teresa Tenbrink

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**From:** allenv@gmail.com  
**Sent:** Wednesday, August 13, 2014 8:32 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR Full Consolidation. Doc #: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

Please consider the propose solution of full consolidation of all of EPCOR's AZ waste water districts.

The minimal increase some districts may receive does not scale to the tremendous decrease most districts will receive. This offers the best long-term solutions overall because it will spread the cost for maintenance, especially for old water structures. Consolidations offers a model similar to other companies like APS, COX, etc. I've read scare tatics type headlines like this will increase bills upwards of 89%, but what that really translates to is an increase of ~\$5 a month for communities like Sun City and Sun City.

The only option my family and I support is full consolidation of all EPCOR's districts. My family has suffered enough. Examples of cutbacks are: dead backyard, stopped vacations to Pacific Northwest every 2 years, urinating in my backyard like an animal, taking buckets of bath water to water plants, canceling services like netflix, cable, basic entertainment like going to the movies, Montessori for my daughters, one cell phone where the only way to communicate with my wife when I'm at work is via my office phone, etc.

My grandmother just had hip surgery and I was not able to visit her in Lacey, WA as well. I've made these adjustments because I'm a responsible person. I just want whats fair for all EPCOR districts. There is no reason for our Aqua Fria district to suffer a rate increase of ~\$80 to ~\$250 for basically the same water usage.

## Teresa Tenbrink

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**From:** Adriela Phelps <adriela@hotmail.com>  
**Sent:** Wednesday, August 13, 2014 7:05 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Epcor water rates

To Whom this may concern,

My name is Adriela Phelps, and I live in community of Cossriver with my husband and my 6 month old son, Landon. We bought a home in this community in 2012 to start our family for several reasons. We have an amazing sense of community here, with great schools and parks near by. We know all of our neighbors and truly love our home. We were warned before we moved in that the water rates were high. It wasn't until we did renovations on our home that we discovered how high the rates were. We decided to renovate our newly purchased home for a couple months once we got our keys. Our home was vacant for 2 months and both of those months we received water bills of over \$100. We thought they made a mistake because there's no way a water bill would be that high with no one living in the home. We called epcor to confirm this, and talked to a few neighbors only to find that water bills were actually that high in the community! My husband and I wondered if we made the wrong decision even moving to the area. Since then our water bills are on average \$180 PLUS A MONTH for an average of about 5000 gallons used per month. We have considered moving to nearby Peoria communities to not have such a high water bill. We are also afraid that the home prices will drop in our community now that the news has made it aware to the rest of the valley of our situation. We do not have grass or a sprinkler system. We let all of our plants die because it would be cheaper to replace them than to continually water them. We do what we can to save water but it does not seem to make much a difference in our bills anyway.

We are a family with a small baby and we are both working full time and having to pay a babysitter, and we are still trying to make ends meet. Water bills that we are forced to pay are not even CLOSE to being reasonable. We lived in the city of Phoenix before we moved here and our water bill was \$30-\$40 dollars a month which INCLUDED trash!

We are aware the consolidation rates would increase in other areas in Sun City/ Sun City West but it is not fair for our ONE small community to take the hit in fees for a water treatment plant (Epcor) that we aren't even geographically close to. Sun City West has not had an increase in water rates in 6 YEARS whereas the working families in our communities (majority of our families are with children) has had to endure 133% wastewater and 58% water rate increases. PLEASE take action on this matter in defending the working families of Crossriver and Dos Rios. We as a community are committed in obtaining relief and justice for a reasonable water rate.

Thank you for your time and review of this matter,

Adriela Phelps

## **Teresa Tenbrink**

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**From:** Rich Lombardo <1marineguy@gmail.com>  
**Sent:** Wednesday, August 13, 2014 6:58 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR Wastewater Rates Study

My wife and I are writing to you to urge the commission to dismiss EPCOR's option of consolidating the wastewater rates of all five districts - Sun City, Sun City West, Anthem, Agua Fria and Mohave.

We implore this commission to stand by its previous decision made a couple years ago, in that it would not be in the public's best interest to implement a full consolidation. The Sun Cities retirement communities have been built out years ago. It was neither of our cities' decision to allow Anthem to break away from Agua Fria. We should not be held accountable for the growth and poor decisions of other communities and municipalities. Sun City and Sun City West should not be forced to bail out these other areas due to poor planning.

Mr. & Mrs. R. Lombardo  
Sun City West, AZ

## Teresa Tenbrink

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**From:** Marinela Toves <ela\_guam@msn.com>  
**Sent:** Wednesday, August 13, 2014 6:33 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Cc:** Messenger@AssociationVoice.com  
**Subject:** Arizona Corporation Commission - Water Rates Complaint

Dear Chairman and Commissioners,

This is truly a time of desperation for all of us suffering by these ridiculous water and waste-water rates. When we first bought our home in 2007 we were only paying between \$50 to \$60 per month at most. Now, only 7 years later our water bill is close to \$250 a month. We have even tried to make living habit changes by cutting the water usage: we reduced the timers on the grass and plants watering time, we do not take baths anymore, we only do quick showers and once a day only, we use a lot of bottled water for drinking, even though we have a filtration system, etc. We do not know what more we can do, and yet the bills continue to rise with these sky high rates, and giving us "heart attacks" every month. The water bill is even exceeding our power bill, and it has never been that way ever since I can remember. We have to budget everything, and while a few years back our budgeting was comprised mainly of food and other larger bills, such as credit card payments, mortgage, and other loans, now we have to worry about the water bill, and whether or not we will have enough money left for food at the end of the month. This has had and continues to have an outrageous impact on our finances and as a consequence on our overall well-being as well. Having running water at home should not have to be a luxury, this is an essential part of life itself. While the CEOs and directors of these large corporations find what they call "legitimate" reasons to increase our water rates, they are the ones getting filthy rich while leaving the rest of us counting pennies. Is this what America the greatest is all about? I hope that the right decisions will be made for everyone's relief.

Respectfully,

Marinela Toves, MPA  
(c) (480) 221 8879  
[ela\\_guam@msn.com](mailto:ela_guam@msn.com)

Cross River Community Resident

**Teresa Tenbrink**

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**From:** Timothy Hurley <tphurley@mindspring.com>  
**Sent:** Wednesday, August 13, 2014 5:05 PM  
**To:** BitterSmith-Web  
**Subject:** Sun City West says NO to water district consolidation

Dear Commissioner:

My wife and I recently moved to Arizona to live out our retirement and enjoy the sun. The reports of consolidating Sun City West into other water district are very disturbing. Now being on a small fixed income, we chose Sun City West because of its affordability. The thought of having are budget stretched by a rate increase will really affect us. Please do not incorporate the Sun City West water district with the others

Carpe Diem ex Dominus  
Tim Hurley

**Teresa Tenbrink**

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**From:** Brad and Joyce Huber <bradjoy@cox.net>  
**Sent:** Thursday, August 14, 2014 5:38 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Water rates in Sun City West

Dear Commissioners;

I, along with many others in Sun City and Sun City West, just cannot afford any rate hikes. My fixed income is already a major issue each day. PLEASE do not increase my rate as I don't know what I can do.

Brad Huber

**Teresa Tenbrink**

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**From:** Gary Kilsdonk <gary.kilsdonk@gmail.com>  
**Sent:** Tuesday, August 12, 2014 10:02 AM  
**To:** BitterSmith-Web  
**Subject:** Waste Water Rate Consolidation

Susan Bitter Smith,

Please know that I am opposed to the consolidation Sun City West waste water rates with Corte Bella and the consolidation of all five waste water districts.

I moved to Sun City West because the costs of living there were lower than the other communities in the area. There are many variables between these communities that cause the waste water rates to vary. It is not fair that those who have chosen to live in a low cost community bear the higher cost other communities.

Please do not consolidate SCW with these other communities.

Thank You

Gary Kilsdonk  
15310 W Blackgold Ln  
SCW, AZ 85375

## Teresa Tenbrink

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**From:** Megan Tappan <megtappan@gmail.com>  
**Sent:** Tuesday, August 12, 2014 9:49 AM  
**To:** BitterSmith-Web  
**Subject:** Water

Dear Ms Bitter-Smith,

My name is Megan Tappan from the northwest community of Crossriver. Please understand this letter comes out if great respect for you and the position you hold in the ACC. This letter is in regards to our water and wastewater rates that are seemingly out of control and it's been an uphill climb for our community to get any relief!

Please hang with me, I am educated but not eloquent with words. I'm just a regular old stay at home mom. We moved to this community of crossriver about 8 years ago and have loved it!! When we moved here our water bill was around \$60 and reasonable to our budget. My husband works, I stay home with 2 kids and we stick to a tight budget. As you already know, our water rates have climbed significantly and it's to the point that we've had to adjust the budget and limit spending in other areas due to the water bill. I know life isn't fair but it just makes sense to me that the entire county/city/whomever would all pay similar amounts in order to equalize water rates throughout the valley. Please take into consideration this amazing community of young families just trying to live simply and desiring a reasonable rate for water rather than having to stretch ourselves thin just so our families can survive! We appreciate you time. Thank you!

Megan and Dustin Tappan

Sent from my iPhone

**Teresa Tenbrink**

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**From:** JPavsek@aol.com  
**Sent:** Tuesday, August 12, 2014 7:13 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Case # W-01303A-10-0448

Dear Commissioner's

I know you are busy and have a lot of serious business to deal with. Water is an issue as vital as it can get. We in the Sun City area have been paying a ransom for water and sewer service.

This MUST be reviewed. Please help us find solutions to reduce these charges. We never planted grass because I did not want to over use water for global reasons. But to have any of our water and waste charged at these rates scares me.

When reviewing the case referenced above please consider we home owners and the hardship these charges cause.

Thank you for your consideration.

Judy

**Judith A. Pavsek-Green**  
**11963 W. Melinda Lane**  
**Sun City, AZ 85373**  
**602-290-1133**  
**jpavsek@aol.com**

**Teresa Tenbrink**

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**From:** John Obradovich <johnkg7j@cox.net>  
**Sent:** Monday, August 11, 2014 10:55 AM  
**To:** BitterSmith-Web  
**Subject:** EPCOR with its proposal to consolidate waste water rates among the five districts

Dear Commissioner Susan Bitter Smith: We received a letter from Epcor with the following subjects:

1. Possible reconsolidation between Agua Fria and Anthem.
2. Consolidation of Corte Bella and Sun City West.
3. EPCOR's proposal to consolidate all five waste water districts into one.

My wife and I live in Sun City West and we request that you oppose items 2 and 3.

We have paid our water rates for years and the current and previous water companies were making a profit at those rates. However, it would be unfair to consolidate Sun City West into either Corte Bella or into a single consolidation of all five waste water districts.

Here is a list of the monthly rate cost currently assessed for minimum wastewater services by EPCOR by district: AguaFria - \$106.21, going to \$121.91; Anthem \$62.43, dropping to \$56.25; Sun City \$18.11, Sun City West \$30.96, and Mohave \$56.55. All of these districts are quite diverse in age, geographical spread, time of original construction, and other factors.

Thank you for your assistance in this matter.

Respectfully, John and Carolyn Obradovich, 14432 W. Futura Drive, Sun City West, AZ 85375. Phone: 623 975-1255

## Teresa Tenbrink

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**From:** Jan McMahon <bjmac999@aol.com>  
**Sent:** Thursday, August 14, 2014 10:31 AM  
**To:** Pierce-Web; Burns-web@azz.gov; Stump-web@azcc.com; BitterSmith-Web; RBurns-web@azcc.com  
**Subject:** Wastewater rates

We strongly oppose consolidating Sun City West with other districts. A majority of the residents in this area are on fixed incomes and choose to live here because of the rates and no school taxes. We have paid our fare share during the years that we worked and it is now time for the younger generations to step up and pay their fare share. Sun City and SCW should not be included with Anthem, Agua Fria and Mohave. Thank you for your consideration.

**Teresa Tenbrink**

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**From:** Liz Knoop <liz.knoop@gmail.com>  
**Sent:** Tuesday, August 12, 2014 5:54 PM  
**To:** Pierce-Web; web@azcc.gov; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Waste Water Rate Consolidation

Dear Commissioners:

I received a letter from EPCOR alerting me to the fact that your commission recommended they put forward consolidation and deconsolidation options for waste water service areas. Consolidation as a principle makes sense. However, upon further investigation of this issue I learned of the vast difference in rates and fear that this consolidation may increase my rates exponentially. That is unfair.

As a retiree, I selected Sun City West, based on economic factors and because the community is fiscally prudent. It has managed to limit dues increases year over year while providing premier services. I expect the utility company to be able to do the same. The commission should too and therefore refuse any option that will increase waste water rates for Sun City West.

Thank you for considering my point of view.

Liz Knoop

**Teresa Tenbrink**

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**From:** Robert De Young <onedey2@hotmail.com>  
**Sent:** Tuesday, August 12, 2014 11:13 AM  
**To:** BitterSmith-Web  
**Subject:** Epcor

Dear commissioner Bittersmith:

*As a resident I oppose Epcor's latest move that would raise wastewater rates by 88% in old Sun City. Our properties are modestly priced vs Corte Bella, SCW, Anthem and others in proposal. There are residents here choosing between food or meds.*

*Could there exist an equitable means of tying wastewater rates to amount of water consumed?*

*I look forward to your concern for residents of this community.*

*Sincerely,  
Robert DeYoung*

**Teresa Tenbrink**

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**From:** Connie Burda <cburda74@gmail.com>  
**Sent:** Tuesday, August 12, 2014 9:35 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** EPCOR Water and Crossriver area

Dear Commission Member,

I am a resident of the Crossriver development who is impacted by the EPCOR Water rates. I do not know why this situation has developed but I do know how it has impacted me.

I own a home in the development, moved into my home one year ago, and live alone. My water bill is always a minimum of \$100 each month. I do not know what more I can do to reduce water usage. I no longer use the dishwasher. Laundry is done only once every one to two weeks. I never wash my vehicle at home because of the high water rates. I no longer wait for the water to get warm prior to stepping into the shower. I drink bottled water and use bottled water to fill the coffee pot and for all cooking. Ergo, not only am I paying dearly for water usage through EPCOR, I also have additional expenses for purchasing bottled water and the occasional car wash.

It is my understanding that this development has incurred a 133% increase in wastewater rates and a 58% increase in water rates. This has happened while Sun City West has had no rate increase in six years. I cannot imagine why such a disparity has been allowed to occur. Perhaps you, as a member of the commission, were unaware of this inequity.

I do not fault EPCOR Water for charging rates to assure business solvency. Where I find fault is placing the burden on a select few residents rather than on all EPCOR Water customers. This burden needs to be equalized. I urge you to do the right thing for the residents of this development.

Thank you for your consideration.

Connie Burda  
12047 W Deer Valley Ct  
Sun City, AZ 85373

## Teresa Tenbrink

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**From:** lizjwh <lizjwh@cox.net>  
**Sent:** Tuesday, August 12, 2014 9:19 AM  
**To:** BitterSmith-Web  
**Subject:** wastewater

We live in a small home in Sun City West and are on a fixed income as many people here are. It appears SCW customers will have to pay more to foot the bill for Anthem if things are consolidated

If this is done, Epcor is not looking out for SCW and Sun City customers, just Anthem.

We do not feel we should pay for Anthem's problems or whatever. Those people chose to live there so if they do not like the charges, they should move. We should not have to pay for their choices.

We went through this a while back and now it has been brought up again. SCW people spoke very loudly at that time that they did not want this to happen but we guess you and Epcor forgot.

Liz and Jerry Hamilton

## **Teresa Tenbrink**

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**From:** Spiegler, Sonnia <sspieg@midwestern.edu>  
**Sent:** Tuesday, August 12, 2014 8:20 AM  
**To:** BitterSmith-Web  
**Subject:** Agua Fria Water Rates

I am writing to you to voice my concerns over the cost of water in the Verrado area Agua Fria District. As I am sure you have heard, the water rates in this area are reaching record high levels making this area less than desirable to have a home in. In the meeting with Epcor we were encouraged to contact the corporation commission to let you know that this really needs to be looked at and addressed. I was quite stunned to hear that the break off of the Anthem area from this in part was due to the panel of Anthem residents that are part of the corporations decision team which makes the decision a conflict of interest for all involved. My vote would be to join all the areas together in order to reduce the rates. I have been inquiring in the surrounding areas of the water rates and feel that the water being serviced in Verrado must be made of gold, because no one else is even coming close to what we pay in one month. I request that you all please re-consider your decisions and look at the interest of all involved rather than just the few.

*Sonnia Spiegler, CPC, CRCR*

Assistant Manager of Patient Accounts

Midwestern University/The Eye Institute  
19379 N. 59th Avenue  
Glendale, AZ 85308

(623) 806-7213 (office)  
(623) 806-7212 (fax)  
[sspieg@midwestern.edu](mailto:sspieg@midwestern.edu)

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## Teresa Tenbrink

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**From:** Andrew Bullock <andrewb@dnaz.org>  
**Sent:** Tuesday, August 12, 2014 7:00 AM  
**To:** Pierce-Web; RBurns-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** RE: Epcor's high water rates on Crossriver

**From:** Andrew Bullock  
**Sent:** Tuesday, August 12, 2014 6:59 AM  
**To:** 'Pierce-web@azcc.gov'; 'RBurns-web@azcc.gov'; 'Stump-web@azcc.gov'; 'burns-web@azcc.gov'; 'BitterSmith-web@azcc.gov'  
**Subject:** Epcor's high water rates on Crossriver

ACC,

I have heard that Sun City and Sun City West have been flooding the ACC with comments against us. That is absolutely absurd due to them not having a water raise in 6 years! When over here in CrossRiver we have had our water rates go up by 133% in wastewater and 58% on our regular water rate. This has financially impacted so many families in our area. Some so much so that they have had to put their house up for sale because they cannot afford a \$350+ water bill per month! Not to mention it is killing our area and making people not want to move here due to high water rates. Epcor is full of a bunch of crooks and this issue need to be fixed.

I just cannot believe these other people are sending in emails when their water bill are nothing and no rate increases in 6 years. While we are stuck with \$350+ a month for 2 adults and a baby in the house. How is that possible? I urge you NOT to that into account what all these crazy, out of their mind people are saying against us. They have no clue how hard it has been on families in our community. Please helps us and make Epcor fix this problem and lower our water bbills.

Thank you,

Drew & Brittany Bullock

<http://www.azcc.gov/Divisions/Utilities/forms/CommentForm.htm>

**Teresa Tenbrink**

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**From:** bgschiffaog@gmail.com  
**Sent:** Monday, August 11, 2014 10:40 PM  
**To:** Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web  
**Subject:** docket # w-01303a-10-0448

All,

The Epcor water rates are totally abursd when you have a family of 4 with no pool and front landscape my average water bill is over \$200.00 per month.Let face it the \$ 200.00 water is a car payment.What I cannot understand is that the different rate charges for different meters my bill starts off at approx \$53.00 before is even turn on the water. there are different rates for different size meter and different rate per thousand gallons, Epcor does not charge excatly to the excat gallon usage and if you go over 8 ounces they will round uo to the nearest gallon am stuck with a 1" meter as I confronted by the builder and Epcor with both company blaming each other or the city ,m but the funny thing is a am on county land so they tell me

## Teresa Tenbrink

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**From:** Matt Merrifield <mattrat117@yahoo.com>  
**Sent:** Monday, August 11, 2014 7:21 PM  
**To:** BitterSmith-Web  
**Subject:** Fwd: Water rate increase

Sent from my iPhone

Begin forwarded message:

**From:** Matt Merrifield <mattrat117@yahoo.com>  
**Date:** August 11, 2014 at 7:12:37 PM MST  
**To:** "RBurns-web@azcc.gov" <RBurns-web@azcc.gov>  
**Subject:** Water rate increase

To Mr. Burns:

My name is Matthew Merrifield and I live in the county island just outside sun city west and peoria. My address is 12030 W. Deer Valley Ct. I have lived in the Dos Rios community for 6 years now and it's a great place to live and raise a family. I can't imagine living anywhere else and knowing better people than my great neighbors!

I am writing this letter in regards to increased water/waster rates that have accrued over the past few years! It is increasingly difficult for me to make ends meet with the rates going up the way they are. My water/waste rate has gone up over a 100 dollars a month in just a few years. We have had to cancel our cable and turn up our thermostat in the past two years to compensate for the increase from Epcore. If this continues, we will no longer be able to pay for water! I believe these increases are wrong and Epcor Water is discriminating against my community while the other areas they service have seen very little increase in their bills. Please do not let this continue. I know many of my neighbors feel the same way and they face the same hardships I endure as well. Thank you very much for your time.

Matthew Merrifield  
Dos Rios resident

Sent from my iPhone

**Teresa Tenbrink**

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**From:** ccburns15 <ccburns15@yahoo.com>  
**Sent:** Monday, August 11, 2014 7:18 PM  
**To:** BitterSmith-Web  
**Subject:** Fwd: Crossriver resident Epcor water and waste water rates

Sent from Samsung tablet

----- Original message -----

From ccburns15 <ccburns15@yahoo.com>  
Date: 08/11/2014 7:15 PM (GMT-07:00)  
To [RBurns-web@azcc.gov](mailto:RBurns-web@azcc.gov)  
Subject Crossriver resident Epcor water and waste water rates

As fairly new residents of Crossriver allotment we have been totally shocked at our water bills. When we moved a year ago we were told that are rates would be a little higher, but coming from the City of Peoria water our water bill has actually tripled and we don't even have a swimming pool yet. If we would have known this we more than likely would not have chosen to reside here. Our family would appreciate anything that you could do to lower our rates, the water bill is a financial strain for us.

Thank you,  
Mike and Cheryl Burns  
21645 N. 120th Ave.  
Sun City, AZ 85373  
(330 )592-7531

Sent from Samsung tablet

## Teresa Tenbrink

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**From:** Patti <pattitasch@cox.net>  
**Sent:** Monday, August 11, 2014 4:42 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Epcor water bills - crossriver suncity

Please see a copy of our last water bill in Crossriver Sun City. This is just an example of the outrages charges and increases. You should note that on this water bill our usage was less than \$3.00. That's because we have been out of the house and out of town since May. After contacting Epcor to find out why we are being charged \$90 for \$3.00 of water usage we were told that the basic water fees were approx \$16 and the remaining \$70+ was for Epcor services! I'm not sure how anyone can't view this as outrages.

We purchased this home in Crossriver 3 years ago downsizing from Trilogy Vistancia for our retirement. We made certain that we had minimal landscaping and maintenance. We have fake grass, 2 small trees and 12 small bushes. The cost of watering our landscaping is the \$3.00 we were charged in June. I'm concerned how we will be able to afford the cost of living in the house when we return in September.

We also have many friends living in surrounding neighborhoods serviced by Epcor and they say they are not experiencing these type of increases and charges. I need to understand why Crossriver is carrying the burden of costs from Epcor?

Unless some controls and equitable practices are required of Epcor to manage charges and increases across all of their customers we have no choice but to move out of the home and community we looked forward to spending our retirement years.

Your attention to this matter is needed and appreciated.

Regards,

Patti and Bob Taschetta

### **Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

Service Address 11852 W DONALD CT  
SUN CITY, AZ 85373

Premise Number 230126084

Meter Number S52185950

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Jul 08 (actual) 113

Meter reading on Jun 06 (actual) 112

Total Water Usage 1

### **Current Activity**

#### **Your Water Charges**

Water Basic Service \$15.89

Cost of water you used (Jun 06-Jun 30)

.75 Gallons X \$2.791 \$2.09

Ground Water Withdrawal Fee \$0.01

Water Basic Service \$5.66

Cost of water you used (Jul 01-Jul 08)

.25 Gallons X \$2.9772 \$0.74

**Subtotal of Water Charges \$24.39**

#### **Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36

Sewer Volume (Jun 06-Jul 08)

1.00 Gallons X \$6.9782 \$6.98  
ACC Regulatory Assessment Chrg \$0.13  
**Subtotal of Water Charges \$64.47**

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.04  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.02  
ACC Regulatory Assessment Chrg \$0.01  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.02  
**Subtotal of Other Charges -\$0.22**

**Your Taxes**

County Tax - Maricopa \$0.17  
State Tax - Arizona \$1.35  
Water Use Tax - Arizona \$0.01  
**Subtotal of Taxes \$1.53**

**Total Current Charges \$90.17**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-083

## Teresa Tenbrink

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**From:** Cameron Davis <camdavis42@gmail.com>  
**Sent:** Monday, August 11, 2014 4:38 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** EPCOR OUTRAGEOUS WATER BILL!

My name is Cameron Davis. We have a family of 5 and moved to our home in the Crossriver area 2 years ago. At first we were a little leery of how high the water bill was and then as the months and years have passed we have watched as EPCOR has DISGUSTINGLY and RIDICULOUSLY increased our water bill rates and felt helpless as we can't do anything about it, except, join with hundreds of our neighbors who have families and children to provide for as they struggle to pay the ever rising prices, and petition you for an intervention. This has been a financial burden to our family. my wife Kimberly, 5yr old Cael, 2 yr old Penelope and 6 Month old Luke. Please help our family as you would help yours. We plead for fairness. That all citizens in this great state will be treated equally fair by private and public services and companies alike, and ask for an intervention to help it to be so. Please.

The Davis Family

**Teresa Tenbrink**

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**From:** Jeanette Koriel <jkoriel1987@hotmail.com>  
**Sent:** Monday, August 11, 2014 3:44 PM  
**To:** BitterSmith-Web  
**Subject:** FW: EPCOR Water Sun City

Good afternoon,

I am writing on behalf of our EPCOR water/sewage bill. When we first moved in 3 years ago our bill was \$125.00 per month which I thought was very high. I lived in Dove Valley Ranch, Peoria prior to Cross River and never paid that much for water/sewer. I have the same amount of people living in my house that I did in Peoria. Over the last 3 years my water has been increased and now we pay \$190.00 per month, for what? I have the same usage and people that I had 3 years ago. That is over a 50% increase. Why is our water/sewer so high in this area only? My husband recently lost his job and we cannot afford to be paying at outrageous water/sewer bill. Something needs to be done in this area, I feel like we are being treated unfair and are being over charged.

Can someone please look into this?

Thank you,

*Jeanette Koriel*  
623-363-7424  
Cross River - Sun City, AZ

## **Teresa Tenbrink**

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**From:** swaldor@cox.net  
**Sent:** Monday, August 11, 2014 3:30 PM  
**To:** BitterSmith-Web  
**Subject:** Re: Water / Sewage Rates CrossRiver Reserve

**Importance:** High  
**Sensitivity:** Confidential

To Whom It May Concern;

This letter is a complaint regarding the extreme water/sewage rates for CrossRiver.

My husband and I purchased this house as our Retirement Home. When we purchased this home nearly 5 years ago, the water bill was approximately \$70.00 a month. We thought we could afford to live here. Because of the extreme water bill, we are now going to have to sell our home and move. With the large water bill, increased taxes, rising food prices, we need to look to a different area. We simply can't afford it. I retired early due to illness and I would NEVER have purchased this home had I known that EPCOR would take over the water company and raise our rates.

Many of them live elsewhere 6 months out of the year, so what do they care.

If you do not do something about these rates, you are going to be left with a neighborhood of people who don't pay their bills, house payments or any other debt.

Right now this is still a fairly nice area.

We fully intend to find out what politician is behind this and make sure we bring this person (s) to light before the election. Something needs to be done and done quickly before you bankrupt a neighborhood of hard working people who bring revenue and tax dollars into this area.

Sincerely,

Dan and Sandra Waldor  
CrossRiver Residents

**Teresa Tenbrink**

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**From:** Connie Weaver <conniejweaver@live.com>  
**Sent:** Monday, August 11, 2014 1:48 PM  
**To:** BitterSmith-Web  
**Subject:** Epcor Overcharging

To whom this may concern;

I am asking for you as a member of the AZCC to help us home owners to do what is right. It has been brought to our attention Epcor is abusing its customers in this small area I call home, the northwest corner of Phoenix. We are being overcharged for water and sewer service than any other district in the country.

I am relatively new to this situation as I've moved into this district from another district that was only 5 miles to the east. In comparison, my utility bill has increased to almost quadrupled to what I was paying just 5 miles east. This is just plain wrong.

It's a shame on you, the AZCC, that Epcor is allowed to charge us this stupidly outrageous amount every month.

I'm asking for you to do the RIGHT thing and only allow Epcor to charge fees and rates that are comparable to the rest of the districts in the NW valley. We just want what is fair.

Thank you for your valuable time,

Sincerely,

Connie Weaver

## Teresa Tenbrink

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**From:** John L Jamison <john.jamison@bristolwest.com>  
**Sent:** Monday, August 11, 2014 1:39 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** EPCOR WATER

Hello,

I am sending this letter to all members of the Arizona Corporation Convention in order to voice my opinion in the ongoing dispute of consolidating and deconsolidation of water rates in the Cross River, Sun City areas.

The water rates are absolutely out of hand. My bills regularly exceed

\$160.00 for a family of four. I can pay my bills and do, but would move at the first opportunity, with my main reason being the unfair treatment we receive on water rates. I realize a \$160.00 bill is technically not a lot, but when other people pay \$50.00 it certainly becomes a thorn in my side!

These rates have noticeably effected home values in our area, as who would want to pay for a house when the water bills are known to be so high. I know if this situation had been explained to me Seven years ago I would not have purchased my current home. I am one of the many homeowners that got hit by the housing crash, but have continued to pay for my house as I feel I should. These water rates have slowed the recovery even more for myself.

Is it fair that one community over another pays more for a basic necessity just due to how the company that oversees the resource is organized. One community, (Sun City West) can be seen from my back yard, yet my bills are drastically higher. I have been told that some areas haven't seen a rate increase in over seven years. This certainly seems unfair, just from a standpoint of inflation, does any of this make sense? If the water districts are kept separated, it will continue to cause unrest between communities, and unfair property values. We don't change property taxes to the county and state, income taxes are the same for everyone. If we want to separate what we pay for a basic life necessity, why don't we people more taxes when their neighborhood has nicer streets or newer facilities. We don't do this with most governmental controlled items, and we shouldn't be doing this with the water.

I have lived in CrossRiver for 7 Years, and do like my home. I really love my home, but am fed up with this disparity in rates, and I get more and more upset with the more I learn of this situation.

I hope that you all will look at the situation, and realize we need to be fair to everyone, not just the group that has the "Squeekiest Wheels".

I attempt to stay as aware of the local political scene as much as I can and it amazes me how ridiculous this all sounds when you step back and don't look at this as an emotional issue. Why does EPCOR change rates for each area, I am certain they don't break down their profits at the end of the year!. All of their customers should be paying the same rate, regardless of where you live.

Thank you for taking the time to let me vent on this subject!

Sincerely,

John L. Jamison, CPCU, GCA, SCLA  
APD Field Claims Supervisor

Bristol West Insurance

Arizona RCO

16001, N. 28th Ave.

Phoenix, Arizona 85053

Phone: (602) 333-5830

Cell: (602) 672-8690

## Teresa Tenbrink

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**From:** mike@dreambmx.com  
**Sent:** Monday, August 11, 2014 1:36 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR rates for crossriver.

*To Susan Bitter-Smith, Commissioner;*

I am asking for you as a member of the AZCC to help us fellow Arizonans to right a wrong. As I am sure that you are aware of this situation, Epcor is abusing its customers in a small area of the Northwest valley. We are being charged more for water and sewer service than any other district in the country (other than a district in San Francisco Ca.)

I am relatively new to this situation as I've moved into this district from another district that was only 5 miles to the east. Can you image my surprise last year when I opened up my utility bill and found that my new monthly charge is more than quadrupled? This is just plain wrong.

I've entertained the idea of "trucking in" my water. I've served in the US Army for 14 years and was deployed to a third world country. While "in country", I had the chance to observe the clean water situation and learned to live on minimal water. I've learned how to use cisterns and waste management. I hoped to never have to live like that again. From what I understand, one customer is doing this already.

It's a shame on you, the AZCC, that Epcor is allowed to charge us this stupidly outrageous amount every month.

I'm asking for you to do the RIGHT thing and only allow Epcor to charge fees and rates that are comparable to the rest of the districts in the NW valley. We are not asking for free services, just service rates that are comparable to our district neighbors.

Thank you for your valuable time,

Sincerely,

Michael Weaver

## Teresa Tenbrink

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**From:** dmiller206@cox.net  
**Sent:** Monday, August 11, 2014 1:16 PM  
**To:** BitterSmith-Web  
**Subject:** Epcor rates in Crossriver

Dear Susan Bitter-Smith,

We are original residence of the community Crossriver. We have lived here for 8 years. I am writing to plead with you to help our community with the water and sewer rates with EPCOR. EPCOR has been taking advantage of us for the past 6 years. Our rates have increased so much that we have had to take drastic measures in our own home. We have rules posted on our refrigerator which are as follows:

- Set the timer for only a 3 minute shower.
- Only flush for number 2
- No turning on the water outside
- All water used from the sink must be collected in the container to later dump into the plants out front

If our little family for 4 doesn't keep to these rules, we would get a higher water bill that we wouldn't be able to afford. We do not have our water sprinkler system on at all. The only way any plants or trees get water is from collecting it as we use it from the sinks. No one should have to live like this and STILL have a \$198 water bill. We have been forced to live like this because of EPCOR's rates.

We must consolidate with Sun City West. Our town is growing and this is the solution. We have been abused for 6 years by EPCOR and Sun City West has been babied by EPCOR for the past 6 years. These past 6 years they have not seen one increase. This is completely unjust and unfair.

Please stop this abuse that we are under so our family can live normally. Our youngest little girl asked if we were poor because our grass is dead. Our kids are dying to play in the water. We would love to take a nice ten minute shower and not have to worry about the bill. We would love to flush every time we go to the bathroom. We would all love to have green grass and plants that aren't dying.

Please help us. Thank you for your time. Feel free to contact us if you would like to discuss this matter further or need a copy of our bill.

Tommy and Dana Miller  
623-256-6861

## Teresa Tenbrink

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**From:** John Zolty <jzo1469@gmail.com>  
**Sent:** Monday, August 11, 2014 1:10 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Epcor Water Rates in Cross River

Ladies and Gentlemen,

I have lived in Cross River for over 6 years. In that time I have seen my water bill increase from a reasonable amount of around \$65/month to a current average of \$180, with the expectation of it increasing to in excess \$200 by year end. I've invested over \$5000 in landscaping so that my children had a safe place to play in the back yard which, had it not been for the recent rainfall, would be a field of brown, burnt grass as I cannot afford to water as needed. While, on the positive side, I've been forced to be more conservative with my family's usage, we certainly are not able to use our home the way it was intended.

Aside from my lost investment in landscaping, the financial impact of such a high bill every month has prevented us from taking family vacations, the occasional family meal out to dinner, replacing a 13 year old vehicle, etc. This excessively high bill has impacted nearly all aspects of our lives, from leisure to necessities.

As this situation is under review, I implore you all to consider the impact that this is having on mine and the other families in the Cross River community and act in a manner that is suitable for all. As the bill continues to climb, it affects property values and our ability to sell our homes, which, by many of us is under consideration due to this issue.

Thank you for your time and consideration,

John Zolty  
11718 W. Daley Lane  
Sun City, AZ  
480-628-1233

## Teresa Tenbrink

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**From:** Michael Mast <michael\_mast7@yahoo.com>  
**Sent:** Monday, August 11, 2014 1:02 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Crossriver-EPCOR Water Rates

To the ACC,

My name is Michael Mast and I live in the West-Valley in the Crossriver community and am part of the area being effected by the outrageous prices charged by EPCOR for my water and sewage.

I wanted to take the time and email you and communicate that this is becoming an extreme hardship on my family. As my wife and I are newly graduated from college and entering the workforce, we bought a house with the impression of what our water and sewage bills should be for a household of our size. We have seen our bill go from 110\$ up to over \$160 for a household of two with no landscaping at all. We hear stories of families around the valley paying around \$35 for double the water that we use in our area. We know many residents in our areas are paying well over \$250 for their water and have heard stories of those paying over \$400!

The prices have got to a point where we have to consider whether our money would be better spent moving somewhere else and I believe it is your responsibility to step in and remedy the situation. This isn't a free-market scenario where I have the opportunity to change my service if I dislike the price or service I receive. This is something I have no control over and when it comes to the point where I am spending over \$90 before I even use a drop of water, **YOU MUST INTERVENE ON OUR BEHALF.**

I understand that EPCOR has presented options to the ACC and now you have the chance to make a difference. I also understand that other residents, mainly those in Sun City West are complaining to you because their bills may increase slightly if you provide relief to us. I want to stress that the increase in their bills would be nothing compared to the increases we have seen happen to us over the past couple years and that I beg you to act on our behalf to provide relief.

I want to also stress that this is a main voting issue for me and I will take into consideration how all board members vote in this matter for my future decisions on who to vote for.

You have the opportunity to help a large amount of people get relief for the outrageous water prices we are being charged. Please seize this opportunity and consider voting to vote for this relief.

Regards,  
Michael and Michelle Mast

## Teresa Tenbrink

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**From:** Mary Whitten <mfkoury@gmail.com>  
**Sent:** Monday, August 11, 2014 1:00 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR's high rates

Commissioner Bitter-Smith:

I live in Crossriver and as you know our water rates have increased almost 60 percent and our wastewater 133 percent. How can this be fair and justified.

I am a retired school teacher and I struggle as it is. I have let my grass go in my backyard and cut back on watering my yard. But, I have to water the trees and plants. I don't flush in the bathroom unless I need to. This is no way to live.

Please, PLEASE, help us. I hope you can have EPCOR combine all of their customers together.... so every one is paying their salaries and expenses. All EPCOR customers should pay the same price and their share of the company expenses. It is not fair that our district is the one paying these high prices. If I could afford to move... I would.

Our docket numbers are: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343 (use only one of the docket numbers).

Thank You,

Mary Whitten

## Teresa Tenbrink

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**From:** Lara Klemm <lara.klemm@gmail.com>  
**Sent:** Monday, August 11, 2014 12:52 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** docket number W-01303A-10-0448

Dear Commissioners-

Please consider carefully the rates for wastewater and water that Epcor is charging to Cross River residents. I realize that the residents of Sun City and Sun City West are duly concerned about any relief you might afford us. They have not faced increases, or at least increases of the same magnitude. They are, in large part, retired folks on a fixed income. And, water rate increases would impact them, to be sure. However, to assume to the working families of Cross River can bear their burden instead is unreasonable. We are working parents, with families. We are not wealthy. We are not Vistancia. We are the families whose children have been sent to four different schools by the Peoria Unified School District in the last decade. We are the families who saw a 200% increase in our property taxes in the past two years. We are regular meat-and-potatoes folks who just need to be treated fairly. Please consider how a \$175 monthly water bill from Epcor would affect you or your children. There is no justifiable reason for water rates to be this high when they are not as high just across the road. There is no special service that we are receiving compared with SC and SCW that makes these rates necessary.

Thank you

Cross River Resident  
Lara Ferry Klemm and family

**Teresa Tenbrink**

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**From:** garrett lahr <tagen7@icloud.com>  
**Sent:** Monday, August 11, 2014 12:46 PM  
**To:** BitterSmith-Web  
**Subject:** Cross river

The water rates I have had to deal with are unacceptable. Due to the higher rate of summer electrical and water. I have had to remove our gym membership and cable tv to make sure I can afford the Epcor water.

Sincerely

Garrett Lahr

## Teresa Tenbrink

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**From:** Judith Palozzi <jpalozzi167@icloud.com>  
**Sent:** Thursday, August 07, 2014 8:38 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Cc:** Claire Spence; Leon White BOM  
**Subject:** Proposed Waster Water Rate Approaches

Commissioners:

I am writing to let you know I object to a plan which would combine Sun City West's district with other higher rated districts. Doing this would significantly increase SCW's rates. All of the districts are quite diverse in age, geographical spread, time of original construction, etc.

One of the reasons we picked SCW as a community to live in was the mix of affordable living costs in a retirement community with a variety of amenities for retirees. Retirees are often the group of individuals who find it the hardest to accommodate even moderate inflation.

It seems prudent that you should look at the effect of any plan you proposed and/or implement to insure it is fair and equitable to individuals and population segments.

Thank you for reviewing my note.

Judith Palozzi  
Sun City West since 2006

## Teresa Tenbrink

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**From:** Andy Neynaber <neynaber@cox.net>  
**Sent:** Thursday, August 07, 2014 8:03 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR Wastewater Rate Consolidation (Case for full consolidation)

8/7/2014

ACC, Commissioners Wing,  
1200 West Washington,  
Phoenix, AZ 85007-2996

Good Day,

As an resident of Verrado Community, a EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure.

There are several reasons that full consolidation makes the most sense from both a short and long term perspective. Please consider:

- A) The West Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed, all of Arizona. Water rates are an increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable and stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and sky rocketing utility costs.
- B) There is the issue of fair and equitable payment for infrastructure between all stakeholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area.
- C) The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lower rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates than the Anthem district. Consolidating the rate structure now will avoid a turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now.

For these reasons, I would urge you to vote for full consolidation, bringing all the EPCOR wastewater customers together as one district.

With all due respect,

Sincerely,



Andrew Neynaber  
(602) 418-0501  
20072 W. Valley View Drive



**Teresa Tenbrink**

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**From:** FRANK L DUPREE <dupree706@msn.com>  
**Sent:** Thursday, August 07, 2014 7:22 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Waste Water

Please do not change our cost here in Sun City West, I for one can not afford any rate increases from any utility!

I have E-mailed you people for other utility increases in the past to no avail - you passed the requests despite the E-mails sent to you, so I hope this is not another wasted effort on my part again with this E-mail.

Frank Dupree  
Sun City West,AZ

**Teresa Tenbrink**

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**From:** jraschke@cox.net  
**Sent:** Thursday, August 07, 2014 6:05 PM  
**To:** BitterSmith-Web  
**Subject:** waste water rate

Dear Miss Smith, We chose to retire in sun city west because of lower tax and utility rates. It is not an elite community like Corte Bella or Anthem. If people can afford to live in an elite community, they should expect to pay the utility rates and not expect others to help pay them. Please help people living on social security keep their homes Thank You James Raschke Sun City West az.

## Teresa Tenbrink

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**From:** Patricia Launi <plauni2921@cox.net>  
**Sent:** Thursday, August 07, 2014 4:48 PM  
**To:** BitterSmith-Web  
**Subject:** wastewater in Verrado

The wastewater rates being charged by Epcor are way out of line in comparison to other cities in the valley. I am unfortunate homeowner in that I have a 1"meter as compared to others in my community who have a 3/4"meter. I pay about two and a half times the rate as anybody else.

In buying a home, I as a consumer make choices about what type of home I buy. If I buy a home with four air conditioners I KNOW I will pay more for my AC. If I buy a home with one air conditioner I KNOW I will pay less for my AC. I have the knowledge to make a decision. However, it was NEVER disclosed to me that I had a 1"meter and would be paying two and a half times more for my wastewater.

This is something I had no knowledge of until the huge rate increased happened. I DID NOT make this choice. My husband and I are retired and on a fixed income. This has become a huge lifestyle issue for us. I no longer have my beautiful flowers that I enjoy on my patio. I HAVE TO keep my lawn and outdoor plantings green or I will then get a fine from my association. I do not waste water so please do not tell me this is a conservation matter. It does not matter the diameter of the meter as to how water is delivered (no more, no less). It is simple math and physics! Please see what you can do to make things more equitable. I am being penalized for something I had no knowledge of or control over.

**Teresa Tenbrink**

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**From:** Dean Chatfield <chatfield.dean@gmail.com>  
**Sent:** Thursday, August 07, 2014 4:41 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Epcor waste water options

Commissioners,

I wanted to voice my opinion on this issue before you make any decisions. I moved to Sun City West last year and look forward to retiring here soon. I have been amazed at the various cost associated with living here, which has forced me to recalculate retirement costs on a fixed income.

Now I see that Epcor and others want to change the way waste water charges are allocated to home owners in the various Epcor districts. Each district is a separate entity that has unique values associated to each. The size of the district in acreage, the population, the age of the population, financial make up of the population, and the age of the district.

In my opinion, each district is unique unto itself based on the attributes I mentioned. Each districts costs should be based on their district, not a consolidation of all. As a company, Epcor should carry the burden of new construction/maintenance in creating new districts and that cost be recouped from the district it affects.

Bottom line, do not consolidate the Epcor districts.

Thank you for your time and your service to the people of the State of Arizona.

**Teresa Tenbrink**

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**From:** R. Bowenkamp <rbowenkamp@cox.net>  
**Sent:** Thursday, August 07, 2014 4:32 PM  
**To:** BitterSmith-Web; RBurns-Web; Burns-Web; Pierce-Web; Stump-Web  
**Subject:** EPCOR Consolidation of Wastewater Rates - NO

In regard to EPCOR's proposal to consolidate Corte Bella and Sun City West wastewater districts because of geographical considerations or to consolidate five wastewater districts into one, please do not approve either proposal. There are many factors that should determine rates, and a one size fits all solution may be easy but is an economically improper response. Age of system, costs at time of system construction, geographical spread of system, number of customers to share fixed costs, etc. are all factors that should be considered in establishing rates. If the one size fits all solution were valid we would have one school district for all of Arizona - we have over 200 school districts in Arizona.

Thank You

**Teresa Tenbrink**

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**From:** ronswaz@aol.com  
**Sent:** Thursday, August 07, 2014 4:32 PM  
**To:** BitterSmith-Web  
**Subject:** (no subject)

Dear Mr. Smith If Epcor raises its water rates they will be out of reach for people in Sun City West—they should all be in line with what is realistic

**Teresa Tenbrink**

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**From:** JKropp3222@aol.com  
**Sent:** Thursday, August 07, 2014 4:30 PM  
**To:** Pierce-Web; Burns-Web; stump@azcc.gov; Pierce-Web; Stump-Web; BitterSmith-Web; Rburs-web@AZCC.gov  
**Subject:** Fwd: Epcor water rate changes

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**Dear Commissioners Pierce, Burns, Stump, Bittersmith and R Burns:**

**As one of the persons who helped you win an election to make decision on water rates,etc, I am asking you to vote "NO" on Epcor's request for rate changes.**

**The present rates were requested by Epcor and approved by you therefore they should be left alone.**

**As a retiree, who has not seen a pension increase since 1999 and do not receive COLA's, I am making the above request.**

**Thank you for your assistance,**

**Jacob Kropp  
19810 Stardust Blvd  
Sun City West, Az. 85375-5784**

## **Teresa Tenbrink**

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**From:** Jim Swanson <jimswanson67@gmail.com>  
**Sent:** Thursday, August 07, 2014 4:02 PM  
**To:** Pierce-Web; Stump-Web; BitterSmith-Web; RBurns-Web; web@azcc.gov  
**Cc:** PORA President; Merlyn Carlson

Dear Chairman Bob Stump and Commissioners Brenda Burns, Bob Burns, Gary Pierce, and Susan Bitter-Smith,

I am a full-time resident of Sun City West. We bought here over 10 years ago, and we've grown to love and appreciate this community. For over nine years I've worked as a full-time Realtor here. I am committed to trying to keep SCW the wonderful value that it is for seniors well into the future, so I feel it's important that I volunteer time working for this community. I presently serve on the Board of Directors of PORA (Property Owners & Residents Association), am on the Board of Directors of the Community Fund of SCW, (a local non-profit organization that provides temporary financial assistance to SCW residents in need), and I serve as a member of the Rec Centers of SCW, Inc.'s Long Range Planning Committee.

Our age-restricted planned community of Sun City West has many residents who would be severely adversely impacted if our water and/or waste water rates would be allowed to climb because of consolidation. Similarly, from first-hand experience, I know that people who look to possibly relocate to SCW do so because SCW offers retirement living at an affordable cost. Many of our residents are primarily dependent upon limited resources. They live on fixed retirement incomes and what savings they have has been paying them very little interest income for the past several years. With our average age in the low to mid-seventies, most can do very little to impact their income levels; therefore expense management becomes tantamount. With other costs of living that affect seniors climbing dramatically, (i.e. medical expenses, etc.), many already find themselves losing ground in the struggle to keep up financially. I know because our Community Fund has been tracking a trend of record-breaking numbers of requests for financial assistance. That's not a good sign...

We have been fortunate to have a low waste water rate (\$30.96). Here in SCW, residents and organizations alike are working to make a concerted effort to conserve and manage our water. We do not want the age-restricted planned community of SCW to be a part of the consolidation with any other district(s). Consolidation could certainly raise our rates considerably. It would be as if we were being punished for having worked so long and so carefully to be good stewards of the water that's available to us.

As a resident deeply involved in this community, I strongly encourage you to please consider our requests to not be included in consolidation with any other area(s). Allow us to continue to stand alone.

Thank you for your careful consideration. I'd welcome an opportunity to talk with any of you personally about how this issue would negatively impact the lives of so many of our residents, so please do not hesitate to contact me if you'd like.

Respectfully Submitted,  
Jim Swanson, Associate Broker, Coldwell Banker Residential Properties  
14412 W. Heritage Dr., Sun City West, AZ 85375  
Cell Ph: 623-606-4494

**Teresa Tenbrink**

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**From:** Schell, Bruce <Bruce.Schell@xerox.com>  
**Sent:** Thursday, August 07, 2014 3:53 PM  
**To:** BitterSmith-Web  
**Subject:** Epcor SW-01303a-09-0343

Ms. Smith;

As a resident of Verrado in Buckeye we are in favor of a uniform rate structure. Current monthly rates are in excess of \$397.00 for my wife and I are and not in line with other communities who enjoy an \$85.00 a month charge just 8 miles away.

Please support Consolidation/and a Uniform Rate structure as recommended by Epcor.

Regards,

**Bruce A. Schell**

Vice President Business Development  
Healthcare Provider Solutions  
Xerox Consultant Company, Inc.

Office 623-792-8994  
Cell 623-760-5216

[bruce.schell@xerox.com](mailto:bruce.schell@xerox.com)

## Teresa Tenbrink

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**From:** jennifer zoltz <jzoltz@live.com>  
**Sent:** Thursday, August 07, 2014 2:12 PM  
**To:** Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web; Stump-Web  
**Subject:** EPCOR WATER -VERRADO

I am a 5 year resident of Verrado. We have been very happy in our community and enjoy living here. But the fact that we pay TRIPLE!!!!!!! for our water service is absolutely inconceivable!!!!!!! We would love to have grass and enjoy our yard with our toddler. Instead, it's hot rocks and fake grass because of the ridiculous fees to water it! Our previous residence in Phoenix was much larger than our current home and had a pool, our bill was \$50 a month!!! AND that included trash!!! As elected officials, your job IS to look out for people so they don't get screwed by big companies and their closed door deals. It is so unfair that WE get stuck with the entire bill !!!! If you were faced with this issue at your residence, you would be just as outraged as we are. Doesn't it make better sense to divide it up over several people with EPCOR, rather than just a few???!!!!!! And how did Anthem get out of it anyway?! My understanding is that the decision making process was unlawful. You have thousand of really pissed off residents in Verrado. It would behoove you all, to really work to resolve this issue. Our residents are a very tight and united group. I'm sure there are plenty that would have no problem making your professional lives unpleasant by constantly making complaints until the ruling is changed. Thank you for your time.  
Jennifer Zoltz

## **Teresa Tenbrink**

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**From:** dianepsych@aol.com  
**Sent:** Thursday, August 07, 2014 1:11 PM  
**To:** Pierce-Web; Stump-Web; BitterSmith-Web; RBurns-Web; Burns-Web  
**Cc:** michael.whiting@rcscw.com  
**Subject:** Please do not combine Sun City West with other service areas!

Dear Chairman Bob Stump and commissioners Brenda and Bob Burns, Gary Pierce, and Susan Bitter-Smith,

I am the chairman of the Long Range Planning Committee for the Rec Centers of Sun City West and an elected governing board member representing our 29,000 senior residents.

We have been fortunate to have a low waste water rate (\$30.96) compared to some with whom you want to merge us-- Corte Bella in Agua Fria is over three times our rate at \$106.21. We pour some 3 million gallons of treated waste water each day into recharge basins to recharge the aquifer. Del Webb Company purchased the land east of our City in 1980 and it was enlarged and modernized in 1994 to cover the final population of our community.

We believe that we are doing our part and are making contributions to using water more wisely constantly through low-flow valves in toilets and showers, reducing the amount of turf on golf courses, reducing the leakage and seepage around our lakes, using liquid fertilizer, irrigation heads that sense the amount of water to be used, and almost none of our residents have grass and enjoy their xeriscaped yards. In our climate, the largest water use inevitably occurs during the months from July through December and tapers off the rest of the year. We continually seek the best machinery and techniques to reduce our water usage and therefore, your work.

We do not want to be a part of the consolidation with other districts which, despite your denial of raising rates, would certainly raise ours considerably. It is perceived as if we are being punished for having worked so long and so carefully to be a good water and smell neighbor.

Please consider the requests of our representatives at PORA to be eliminated from consolidation areas and permit us to stand alone.

Thank you for your careful consideration and we hope, Mr. Stump, that you continue to serve us well as you have done unstintingly in the past.

Cordially,  
Dr. Diane Cheney,  
Chm. Long Range Planning Committee  
Governing Board Member of the Rec Centers of Sun City West Homeowners Association

[dianepsych@aol.com](mailto:dianepsych@aol.com)

## Teresa Tenbrink

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**From:** Beth Davis <betty45@gmail.com>  
**Sent:** Thursday, August 07, 2014 11:50 AM  
**To:** BitterSmith-Web  
**Subject:** Waste water relief

As a home owner in Verrado we feel our waste water and house water prices are much too expensive. For two senior citizens with no children we believe we should see some relief from such high prices. We are not there for several months at a time and our only water use is for light sprinkling to keep our trees alive still we pay such over the top fees. We see that utility companies give free trees for folks to plant for shade but how do you afford the water to keep them alive? We know folks who leave Verrado due to the exorbitant fees for water and sewer. How sad. Please provide us with relief from these fees. The city continues to allow more building and the new 55 community so there must be enough water and treatment?????

Beth and Dan Davis  
Sent from my iPhone

## **Teresa Tenbrink**

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**From:** Will No <wil33no@yahoo.com>  
**Sent:** Thursday, August 07, 2014 11:40 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Waste Water Rate Consolidation of Five Districts

Dear Commissioner;

I am opposed to any change to the Waste Water Rate Consolidation of Five Districts which includes Sun City West. We should not be expected to bear cost burdens which we did not incur. We paid for the costs at the time of construction of Sun City West and we should not bear the cost of additional constructions outside of our area. We shouldn't be burdened with the mismanagement of EPOR's policy. They should not have gambled by putting infrastructure in new communities. They are gambling on the continued growth of those communities to sustain their overhead growth. When this does not happen as planned, they cannot be allowed to spread those costs to other communities that they service. These cost should be deducted from their profits. Furthermore, Sun City West did not seek to be involved in this rate case and we find no basis for their assessment of these charges. Why shouldn't the cost of EPCOR's review be deducted from their profits. I cannot see why water waste rates are that high. Nowhere in the country are water waste rates that high. Is there miss management in that Company? I vehemently oppose the consolidation of Corte Bella into Sun City West or the consolidation of all the districts into one. To claim that the rate review would cost up to possibly \$700.000.00 is ridiculous and a waste of money.

Sincerely,

Lauren L. Begin  
13805 W Via Manana  
Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** Ralph Fiegelist <fiegelist@live.com>  
**Sent:** Thursday, August 07, 2014 11:38 AM  
**To:** BitterSmith-Web  
**Subject:** Epcor's Proposal

Good Morning,

As a resident of Sun City West, I wanted to weigh in on Epcor's proposal to consolidate SCW with other water districts. I vehemently oppose any of these consolidations.

My wife and I moved here from Michigan, where water is plentiful and inexpensive. We worried about affordable water in Arizona. One of the reasons for moving here was the stable, long term water agreements SCW had in place. I urge you to keep existing agreements in place and decline Epcor's proposals.

Sincerely,

Ralph and Kim Fiegelist

Sent from my iPad

**Teresa Tenbrink**

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**From:** Wilson Judy <wwilson15@cox.net>  
**Sent:** Thursday, August 07, 2014 10:54 AM  
**To:** BitterSmith-Web  
**Subject:** EPCOR Consolidation

Dear Ms. Bitter Smith,

I want to oppose Option #2 and #3 to EPCOR'S proposal to consolidate all five water districts.

When my husband and I chose Sun City West we did so because of the utility fees, property taxes and recreational fees. I understand that rates do go up with time but to raise our water rates so drastically that will happen if we consolidate is just not right for Sun City West residents. We are a community of older people and many are on fixed incomes. This would be a dramatic impact on their living situations if this goes into effect.

I plead with you not to let this happen to Sun City West.

Sincerely,

Judy Wilson  
13812 W. Terra Vista Dr.  
Sun City West, AZ 85375

**Teresa Tenbrink**

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**From:** Patti and John Hoffert <phoff2850@q.com>  
**Sent:** Thursday, August 07, 2014 10:41 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Rate changes through consolidation

Dear Commissioners -

We are residents of Sun City West and are completely against any proposal to consolidate with other water districts to help leverage the cost of waste water disposal. We have chosen this community for many reasons, one of which is the reasonable rates for utilities. We understand that other communities may be unhappy with the rates they must pay but we should not have to bear that burden.

Patti Hoffert  
14101 W. Sky Hawk Dr.  
Sun City West

**Teresa Tenbrink**

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**From:** Samuel Randall <srllaw@gmail.com>  
**Sent:** Thursday, August 07, 2014 9:38 AM  
**To:** BitterSmith-Web  
**Subject:** SW-1303A-09-0343

Commissioner Bitter Smith,

My and my neighbor's water bills have gotten out of control ever since the Commission's ill-fated decision to de-consolidate the Anthem/Agua Fria Wastewater District into two districts. I urge the Commission to reconsider this decision and support Epcor's recommendation to the Commission to move to a consolidated district with a single rate structure.

Make no mistake I (and many of the nearly 8 thousand who now call Verrado home) will surely be paying attention to your vote on this issue and it will influence my vote come election day.

Thank you,

Samuel Randall, Esq.  
20822 W Prospector Way  
Buckeye, AZ 85369

## Teresa Tenbrink

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**From:** Rich Katz <oncoursemedia@aol.com>  
**Sent:** Thursday, August 07, 2014 9:34 AM  
**To:** BitterSmith-Web  
**Subject:** Re: Water in Verrado

Thanks for your consideration of our concerns.

Rich

Sent from my iPhone

> On Aug 7, 2014, at 9:28 AM, BitterSmith-Web <[bittersmith-Web@azcc.gov](mailto:bittersmith-Web@azcc.gov)> wrote:

>

> Thank you for sharing your concerns with Commissioner Bitter Smith. She asked me to email you and let you know that your email will be made a part of the public comment record. Thanks for the time taken and your interest in this case.

>

> Thanks again,

>

> Teresa Tenbrink

> Executive Aide to Commissioner Susan Bitter Smith Arizona Corporation

> Commission

> 1200 W. Washington

> Phoenix, AZ 85007

> (602) 542-3625

>

>

> -----Original Message-----

> From: Rich Katz [<mailto:oncoursemedia@aol.com>]

> Sent: Wednesday, August 06, 2014 7:05 PM

> To: BitterSmith-Web

> Subject: Water in Verrado

>

> Susan,

> I am writing on behalf of I believe every homeowner and renter in the community of Verrado regarding the water situation we currently face as a result of deregulation. All any homeowner or renter asks is for fairness for what is best for the districts that make up our region of the valley.

>

> Prior to moving to Arizona 10 months ago, my wife and I were longtime residents of the City of Simi Valley in Ventura County, CA. While most expenses in California are higher than here in Arizona, water is not one of those expenses. Our average monthly water bill in Simi was about \$30.00 and the city spread their infrastructure, sewage and other expenses among all residents of the Valley even though it was very obvious that the upscale Wood Ranch area utilized much more water due to a golf course present and a multitude of larger homes with expansive grassy areas.

>

> This decision upcoming by the Arizona Corporation Commission should not be one made from upsetting the residents of Anthem. When my homeowners insurance thru Farmers rose dramatically to cover costs (some in-state and some out of state) from those affected by Hurricane Katrina or the California Earthquakes, I expected that we'd all share in the cost of helping the stricken customers, and we all did. Water should be looked at the same way. It's like a homeowners

association. I may not be particularly responsible for something happening that causes our association money but we all share in the expense. That's the only equitable and fair way to conduct business.

>

> Put your prejudices aside. It's not about where you live or who your friends are. As an elected or appointed representative of the state, it's your duty to make the right choice. You are the one who has to live with your decision if that decision is made because of greed or personal gain.

>

> I am putting my trust in you that you will make the right choice when the upcoming vote comes your way.

>

> Sincerely,

>

> Richard & Regina Katz  
> 2887 North Heritage Street  
> Buckeye, AZ 85396

## Teresa Tenbrink

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**From:** Cher Petersen <chernpete@fastq.com>  
**Sent:** Friday, August 08, 2014 3:40 PM  
**To:** Stump-Web; Burns-Web  
**Cc:** Pierce-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR

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Members of the Commission,

This is a subject that came up 5 years ago and was defeated. I would only hope you will table this again. Corta Bella choose to buy there knowing the expense.

We bought in SCW knowing the cost of water,taxes and home prices. As retirees we knew this was the place we could afford until we die.

Please don't stomp on our freedom of choice and try to spread the cost around as the Obama administration is trying to do with America.

I trust you will do the right thing as this is why I supported your appointments.

Thank you for your service,

Cher Petersen  
15703 W Ballad Dr.  
Sun City West, AZ 85375

## **Teresa Tenbrink**

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**From:** marlene voelker <marlenevoelker@hotmail.com>  
**Sent:** Friday, August 08, 2014 3:38 PM  
**To:** BitterSmith-Web  
**Subject:** Water Rate Change

Dear Commissioner Bitter Smith,

We had many choices when we relocated to Arizona from Wisconsin 12 years ago. We chose Sun City West because of the opportunities we had for recreation and the reasonable costs. We could have moved to a comparable city with cheaper utility rates, that being Sun City, but didn't want to spend our retirement in such a busy city. We all have a choice in where we live and those wanting to live in a more upscale town with newer facilities have the right to do so. These newer areas come with higher costs, including utilities. We don't want to subsidize someone else's utilities because they selected to live in a newer, fancier and higher rate area. These people knew what their costs would be and if they wanted to live more reasonably, they should have chosen to live in Sun City or Sun City West, just as we chose to do.

It is unfair to consolidate our water district with theirs. If the resident in the other areas wanted lower cost utilities, they should have moved there instead. We know we could live elsewhere more reasonably than we do now, but living in Sun City West was our choice, just like others have a choice where they chose to live.

Please, please, please don't consolidate our water district with any others; it isn't fair to ask seniors to pay more so others can pay less for their choices.

Thank you,

Marlene Voelker and Larry Hann  
13714 W. Aleppo Drive  
Sun City West, AZ 85375  
623-974-8271

## Teresa Tenbrink

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**From:** Danielle Wiley <daniwiley@hotmail.com>  
**Sent:** Friday, August 08, 2014 2:14 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR Agua Fria Water/Waste Water Rates

Commissioner Bitter-Smith,

Thank you so much for listening to the concerns of the EPCOR customers in the Agua Fria Water District. We appreciate your time and willingness to help find a solution to our outrageous water/waste water rates.

I am sure that you have received many calls and emails from other EPCOR customers with the argument that homeowners in our district didn't do our due diligence with regard to utilities before we purchased our homes. I can assure you we did! I would just like to reiterate that when we bought our homes our rates were about one quarter what they are right now. We did not purchase without thought to our utility rates. It was the 133% hike in our rates requested by the water company that has caused this problem, not negligence on the part of the consumer. We have no other choice in who we choose for our water (unlike other utilities such as phones, cable, etc.) so it is imperative that we resolve this issue.

There are many customers, especially in areas near the Agua Fria district, such as Sun City and Sun City West who have not had increases in water/waste water rates in 6 or more years while we have incurred one every six months since 2012.

Additionally I would ask that you keep in mind when making your decision that we are paying for a waste water facility that we DO NOT use and is not even close to us. It is no different than the Anthem argument/decision. We are a small water district forced to pay outrageous rates for a facility used by other customers.

Again, I appreciate your attention to this difficult and complicated issue.

Danielle Wiley  
11836 W Planada Ct.  
Sun City, AZ 85373  
623-703-3649

**Teresa Tenbrink**

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**From:** Julie Wismar <jwwismar@gmail.com>  
**Sent:** Friday, August 08, 2014 1:04 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Cc:** jwwismar@gmail.com  
**Subject:** OPPOSITION to the Epcor Waste Water Consolidation Proposal

August 8, 2014

Dear Ladies and Gentlemen Commissioners:

We are writing to you to express our objection to the consolidation of the waster water districts by Epcor.

Some years ago my wife and I decided to purchase a second home in Arizona so we might begin the process of retiring someday. After doing some research into 55 and older communities in the greater Phoenix area, we chose to further look into the Sun Cities properties. Over the last three (3) years we have taken several trips to the area to look at homes and communities, shopping, recreation, etc. In addition, we have spent countless hours on the internet doing exhaustive research on the roadways, future plans for expansion of the transit system, medical care, services and utilities to determine if we could live out our last days in comfort in Arizona.

A significant portion of our research concerned the cost of living, i.e. utilities - gas, electricity, water, garbage, internet, cable, etc. Given that we, like our our neighbors would be on a fixed income, we further researched the areas where costs seemed "reasonable" and the community stable. It was clear that Sun City West, based greatly on the cost of living there, would be the logical choice.

In May, 2014 we purchased our home in Sun City West.

None of the research we did was classified. None of the research we did was hard to find. Our realtor was very helpful in pointing us in the direction of finding out tax and utility cost information. We are not exceptional people, just diligent. Each and every resident of the districts that Epcor is proposing to consolidate had the same opportunity we did to conduct their due diligence before their home purchase.

**We oppose the consolidation of the waste water districts.** This consolidation does not inure to our benefit, but to our detriment from a cost perspective. We would be happy to chat with your further about this issue. Should you desire a conversation, please feel free to reply to this email or send hard copy information to our home in Utah at: 11596 S. Harvest Rain Avenue, South Jordan, Utah 84095.

**We implore you to vote to OPPOSE the consolidation.** Please don't allow Epcor to take the "reasonable" out of the cost of living in Sun City West, Arizona.

Thank you for your attention. We know your time is valuable and we appreciate the opportunity to be heard.

Sincerely Yours,

ary and Julie Wismar  
22501 N. Via Tercero  
Sun City West, Arizona 85375

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## Teresa Tenbrink

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**From:** Dave and Teri Herman <dntherman@comcast.net>  
**Sent:** Friday, August 08, 2014 12:49 PM  
**To:** Stump-Web; Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR wastewater rate consolidation proposal

Dear Chairman and Commissioners,

As property owners in Sun City West, we are opposed to EPCOR WATER'S waste water rate consolidation proposal. We agree with the sentiments and reasoning of those who oppose the rate consolidation. We especially feel that each service area should stand on its own with rates determined in accord with its facilities and expenses. Although it may be more convenient and profitable for EPCOR to lump all of its service areas together for rate purposes, each service area should only have to pay for the costs associated with their service area. If we choose to live in a certain community, we expect to pay the price associated with living in that community, and we shouldn't be expected to pay the price (whether higher or lower) of living in someone else's community. The service areas involved have historically been separate service areas and it is unfair to lump them all together now for rate purposes just because they are all owned by EPCOR. If EPCOR is really concerned about the higher rates charged in some of its service areas, then maybe it should consider subsidizing those areas' rates out of its profits.

Dave and Teri Herman  
[dntherman@comcast.net](mailto:dntherman@comcast.net)

## Teresa Tenbrink

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**From:** Tom & Jude Hogaboam <hogaboams@gmail.com>  
**Sent:** Friday, August 08, 2014 12:38 PM  
**To:** BitterSmith-Web  
**Subject:** SCW water rating area consolidation

I am receiving mail from EPCOR that contain almost no real information but assures me that EPCOR is doing its best to look out for my interest. I am also receiving much more informative mail from PORA telling me that there is a move underway to "consolidate" EPCOR rating areas. The main purpose of this seems to be so that my monthly bill will go up in order have other folks bills go down.

I have three requests:

- 1) Please ask EPCOR to provide HONEST and COMPLETE information in their mailings regarding this issue. Is this too much to ask??
- 2) I oppose any consolidation moves that increase my bill. I recently purchased a home in Sun City West in part because the water bills were manageable. I will do all that I can to make sure this happens. Please do everything you can.
- 3) As a snow bird, I have noticed that my EPCOR bills do not go down in the months I am absent and using no water. Upon inquiry, I was informed that your board had decided to effectively subsidise the year-round residents by establishing a high lower bound on monthly bills. My water bills, therefore, are not usage sensitive. Please explain to me why it is fair for me to pay as much for water when I am not actually using any.

Expecting a response to item (3),

Thomas Hogaboam  
22311 N. Las Brisas  
Sun City West, AZ 85375

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Tom & Jude Hogaboam  
[hogaboams@gmail.com](mailto:hogaboams@gmail.com)

**Teresa Tenbrink**

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**From:** Betty Jo Sargent <bsargent@aguafria.org>  
**Sent:** Friday, August 08, 2014 10:55 AM  
**To:** BitterSmith-Web  
**Subject:** EPCOR waste water rates & the Verrado Community

August 8, 2014

RE: Docket # W-01303A-09-0343 & SW-01303A-09-0343

Dear Susan Bitter Smith:

As a resident of Verrado, I am writing each Commissioner regarding the outrageous waste water rates that EPCOR was granted on May 12, 2012. Verrado residents are suffering with each increase of the waste water rates from EPCOR. WE have taken conservation to the limit by having no grass just granite, backyard with pavers and astro turf and a few plants. There is just the two of us and our water bill is \$125.00 to \$150.00 per month. How is a normal family with two or three kids supposed to pay the bills when you are talking \$300.00 to \$600.00 per month? Retirees are having to choose to move because of these drastic price increases. I am sure when we retire we may be forced to move from this wonderful community because of a fixed income.

I hope you will look at all the correspondence and make a fair decision to consolidate all of EPCOR districts with a single rate structure. The decision of the Corporation Commission on 5/12/2012 was not in the best interest of Verrado resident and unfairly raised our waste water rates. Please reconsider to consolidate EPCOR's districts.

Thank you,

Betty Jo & Richard Sargent

4398 N Jackson Ct.

Buckeye, AZ 85396

## **Teresa Tenbrink**

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**From:** Nancy Ward <nancylou651@gmail.com>  
**Sent:** Friday, August 08, 2014 10:02 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Proposed waste water rate consolidation

Commissioners:

As home owners in Sun City West (SCW), this note is to let you know that we object to any plan that would combine the SCW district with other higher rated districts. Doing this would significantly increase SCW's rates. The five districts considered for consolidation of waste water rates are quite diverse in age, geographical spread, time of original construction, etc.

We selected SCW because as a community it offers a mix of affordable living costs in a retirement community that offers a wide variety of amenities. Even moderate inflation affects retirees hardest as a group of individuals.

Please be reminded that the affect of any plan should be both fair and equitable to all the individuals and population groups.

Larry and Nancy Ward  
Sun City West since 2010

**Teresa Tenbrink**

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**From:** Lee Watkins <leeway14@gmail.com>  
**Sent:** Friday, August 08, 2014 8:51 AM  
**To:** BitterSmith-Web  
**Subject:** Waste Water Consolidation Proposal

Dear Commissioner  
Smith,

Please let me begin by saying that I am very strongly opposed to consolidation. When we moved to Sun City West, we chose this location for our retirement based upon several factors: 1) we live on a fixed income, 2) we like the active life style that the facilities in this community allow, 3) we want access to medical and consumer facilities, etc. Having chosen Sun City West, expected the cost of living here to remain stable. People who chose to live in the other four areas also knew the cost of living there. Now, the residents of three of the areas want the residents of the Sun Cities to pay their bills. The cost of consolidation for my husband and me will make living on our fixed income even more difficult than it already is.

There are a variety of reasons for the differences in rates between these areas including the age of the system, the original cost of installing the system, the number of customers in the area and the geographical spread within the area. To say that these areas are homogenous is ridiculous. This is just a small example of saying that all of the county or state waste water districts should be consolidated. I'm fairly certain that nobody would consider that option. Yet, on a smaller scale that is what is being considered here.

I'm certain that EPCOR would prefer consolidation for accounting and billing reasons. News reports say that EPCOR is lobbying for consolidation. Personally, I don't believe that EPCOR should have a say in the decision since the commission is supposed to operate independently.

Lastly, I would never vote for a commissioner who is in favor of consolidation. Thank you for considering my point of view.

Sincerely,  
Lee Watkins  
Sun City West  
623.302.7152

**Teresa Tenbrink**

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**From:** Zamora, Elizabeth <ezamora@topamail.com>  
**Sent:** Friday, August 08, 2014 8:20 AM  
**To:** BitterSmith-Web  
**Subject:** Epcor water rates

As a resident in Buckeye's subdivision, Verraddo, we desperately need you consolidate our water rates. The cost of our family's water bill is exorbitant even though we conserve wisely. It is unrealistic for young families and seniors on fixed incomes to have water bills this high, even higher than electric bills. Please provide the support we gravely need!

--

*Mrs. Zamora*

Individuals & Societies 4

## Teresa Tenbrink

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**From:** Randy Hamburg <nuclear\_randy@yahoo.com>  
**Sent:** Friday, August 08, 2014 7:44 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** CASE: SW-01303A-09-0343

Name: RANDALL HAMBURG  
Date: 08/08/2014  
Address: 20822 W. RIDGE RD.  
Phone: 480-622-0548  
CityStateZip: BUCKEYE, ARIZONA, 85396

CASE: SW-01303A-09-0343  
Utility: EPCOR WATER

### Comments:

I LIVE IN VERRADO AND EPCOR WATER CHARGES ARE REDICULOUS!!! THIS COMPANY (EPCOR WATER) RATES BEGIN AT \$100 A MONTH, THATS RIGHT THE CHARGES BEGIN AT \$100 A MONTH FOR VERRADO HOMEOWNERS. A VERRADO RESIDENT USUALLY HAS AN AVERAGE BILL IS WELL OVER \$200 A MONTH. THE HIGHEST IN ARIZONA AND MAYBE IN THE COUNTRY. ARE YOU KIDDING ME????? THIS COMPANY (EPCOR WATER) WANTS TO CHARGE MORE!!!! IF THE ARIZONA CORPORATE COMMISSION ALLOWS THIS KIND OF ROBBERY, YOU SIMPLY ARE NOT DOING YOUR JOB. EPCOR WANTS TO CONSOLIDATE 5 WATER DISTRICS (WHO KNOWS IF THIS IS IN THE BEST INTEREST OF THE CONSUMER)THE ARIZONA CORPORATE COMMISSION AS THE CUSTOMERS ADVOCATE SHOULD ACT IN OUR BEST INTEREST AND GIVE THE VERRADO RESIDENCE THE LEAST EXPENSIVE SENARIO, WHAT EVER IT IS. THE CORPORATE COMMISSION IS ELECTED BY THE PEOPLE AND SHOULD BE OUR ADVOCATE, IN OTHER WORDS REDUCE OUR RATES, IMMEDIATELY!!!. AS THE CUSTOMER ADVOCATE OF THE PEOPLE OF ARIZONA IT IS YOUR CHARGE TO PROTECT US FROM THESE "ROBBERS (EPCOR)". THE ARIZONA CORPORATE COMMISSION SHOULD MAKE SURE THIS COMPANY DOES NOT CHARGE ANYMORE MONEY TO THE PEOPLE IN VERRADO. IN FACT THE ARIZONA CORPORATE COMMISSION SHOULD BE ASHAMED FOR ALLOWING EPCOR WATER TO CHARGE THE REDICULOUS RATES!!! WE THE PEOPLE OF VERRADO ARE DEMANDING THAT A REPUTABLE COMPANY (NOT EPCOR) PROVIDE SERVICES AT AN AFFORDABLE COST, LIKE THE REST OF THE STATE AND COUNTRY. KICK THIS COMPANY OUT AS A PROVIDER OF WATER IN ARIZONA!! PLEASE, WE ALL BEG YOU TO STOP THIS PAIN AND THIS COMPANY (EPCOR WATER)FROM STEALING ANOTHER PENNY FROM THE GOOD TAXPAYING CITIZENS OF ARIZONA.

**Teresa Tenbrink**

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**From:** howdywa@cox.net  
**Sent:** Thursday, August 07, 2014 10:57 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR Consolidation issue

We are residents of Sun City West and are against any consolidation of any water/waste water districts involving Sun City West.

Any company that spends money for new infrastructure in new communities are taking a chance on the growth of those communities to bear their overhead expense.

The utility corporations should not be allowed to increase rates in established communities that they serve to cover the costs of their projection and growth. We, as residents of Sun City West, should not be expected to bear the cost over that which we have no control.

Dick and Terri Howden  
21619 N 153 Dr  
Sun City West AZ 85375

**Teresa Tenbrink**

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**From:** James West <jwest823@msn.com>  
**Sent:** Thursday, August 07, 2014 9:21 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR Wastewater Consolidation

The Developer of Anthem didn't pay for the wastewater facility and put the burden on Anthem homeowners to pay the bill. EPCOR wants towns on the other side of the county to pay Anthems bills.  
That's called consolidation and is not fair.

**Teresa Tenbrink**

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**From:** Joey Barbiers <joeybarbiers@yahoo.com>  
**Sent:** Saturday, August 09, 2014 1:12 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** EPCOR docket #W-01303A-10-0448

Out 133% wastewater and 58% water rate is ridiculous!!!!!!!! SUN CITY WEST has not had a raise in 6 years!!! My family struggles every month to make our \$100+ water bill every month. MAKE OUR RATES FAIR!!!!

EPCOR docket #W-01303A-10-0448

## **Teresa Tenbrink**

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**From:** bgschiffaog@gmail.com  
**Sent:** Saturday, August 09, 2014 12:48 PM  
**To:** RBurns-Web; Pierce-Web; Burns-Web; BitterSmith-Web; Stump-Web  
**Subject:** docket # w-01303a-10-0448

All,

After review the response from Epcor on August 8, 2014 , I am appalled to the fact that Epcor is dancing around not able to pin point all the areas breakdown on rates.This will take 6 months to do i think they are padding the cost.After all it takes one person working on the data base maybe a few hours.Epcor has no problem billing you when you sign up or sending you a water shut off notice.

When I requested to change my billing date,I was told they cannot do that as their computer cannot perform this function, I tried to escalate to a supervisor they are not available. I answer was always given there is no supervisor on or they are busy, but it's amazing I receive a call back thru a phone server and it comes up unavailable then they leave a message to call them and I do still no supervisor to be found.So I requested a letter to explain to me why I cannot change my date instead I receive a water shut off notice.

If you have any questions please feel free to call

Matthew Feser  
623-242-3467

## Teresa Tenbrink

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**From:** cmnycgal@aol.com  
**Sent:** Saturday, August 09, 2014 10:32 AM  
**To:** BitterSmith-Web  
**Subject:** High WATER Bill in Sun City, AZ 85373

To whom it may concern:

RE: DOCKET # W--13-3A-10-0448

I am writing to you because I am deeply concerned about my daughter, Cristina Boccio, who resides in Sun City, AZ and has been stressing on this issue for many months now.

She and her finance bought this home about 2 years ago when the home and utilites were affordable, but with the increasing Water bill, they are thinking they will have to sell this home because they both cannot keep up with this bill constantly going way past their budget.

This bill has raised a lot of concern in the neighborhood, but I am just worried about her.

It is taking on a toll in her personal life where she has been stressing every month on how they are going to make ends meet and its always about this bill. She has gotten to the point that she needs a therapist to cope with this issue. These are adults in their 20s trying to get married and start a family, and its really sad to think that a WATER bill can stop this all.

I know this is about business, but these are honest, hard working people that are just trying to have a normal life with a home and eventually a family, and its not gonna happen if they remain here and keep seeing this Water bill increase.

I don't understand how a WATER bill for 2 adults can cost this much. Almost as much as the electricity. There should be a limit to how much you can increase this bill in a year time period. It has doubled in the 2 years she has been there.

Please find a way to resolve this issue, so they can remain in this house and enjoy the neighborhood like they used to. Maybe you can give them some consideration in this matter. They are really trying to cope with this, and I don't know what else to do for them, and they are so unhappy, and its a shame.

Her information if you need to look at the situation is Cristina Boccio and the address is 11939 W. Dos Rios Dr. Sun City, AZ 85373 and she can be contacted at 602-908-8899 or [cristinabenavidez@aol.com](mailto:cristinabenavidez@aol.com).

My name is Connie Marino and I am her mom and I live in Peoria and I have City of Peoria, and the difference in our bills is outrageous.

Again, thank you for your time and hopefully some help for these 2 working people.

Connie Marino  
602-463-9110.

Sent from Windows Mail

## Teresa Tenbrink

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**From:** Cristina <cristinabenavidez@aol.com>  
**Sent:** Saturday, August 09, 2014 10:01 AM  
**To:** BitterSmith-Web  
**Subject:** ACC complaint

Mrs. Bitter Smith,

My name is Cristina. Dickey number W-01303A-10-0448. I live in the Dos Rios Community which is located in the Agua Fria water district. I am so upset about our water rates. We were first time home buyers three years ago and love our community. We are getting married this year and starting to plan for a baby however with our changing water bill we can't really plan for a family. It is really sad that a water bills could dictate our family's path. Currently out bill is \$160 a month and slowly creeps up every month and when there is a rate increase it jumps significantly. This is truly getting unfair for our neighborhood. We are in no way 'richer' than the other neighborhoods do have double, triple or quadruple the water bill payment. This area needs relief. Please help us. We can't afford our water bills and we need help now. We can't survive without water in our house and many have turned to not being able to pay. Soon we will be there too. Our trees are already dying because neighbors have stopped watering them. Therefore we have been getting HOA letters about dead plants. We really need help. It is unfair. Please help now.

Thank you for your time.  
Cristina Boccio

Sent from my iPhone

Sent from my iPhone

## **Teresa Tenbrink**

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**From:** Joel <miller.joel.a@gmail.com>  
**Sent:** Saturday, August 09, 2014 9:56 AM  
**To:** RBurns-Web; Pierce-Web; Burns-Web; BitterSmith-Web; Stump-Web  
**Subject:** W-01303A-10-0448

Commissioners-

I am a resident of Crossriver. I am aware that the other districts are basing their argument against consolidation on the premise that you should choose your home based on utility costs. Well, let me just tell you that's not readily available information to the average homebuyer. You can even hear from your realtor that water is high. The house itself was perfect for my growing family and we purchased it. Let me tell you something, NOTHING can prepare you for the rates we are asked to pay. I don't know the exact details about the previous de consolidation or who uses what plant for water/sewer but I do know that there is a basic need for water and there is not a thing we can do about it (no other options). These rates will be hindering my families immediate and long term goals. As a father of 3 and one more on the way there are many things I worry about every day. How I'm going to make up for the 3x water bill from our previous residence shouldn't be one of them.

I understand that the other districts don't want their rates increased. Who would? I ask that you do the right thing. Require full consolidation. I have to imagine the approved hike granted will be relatively nominal for the others compared to the 133 and 58% hikes this community has endured over the last 3 years. This should be like a bandaid for other districts and yet provide the MUCH needed relief to the Agua Fria district that is WAY beyond reasonable or affordable for this life necessity of water!

Thank You,  
Joel Miller  
Crossriver Resident

## Teresa Tenbrink

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**From:** J'Nay McDonald <jcm396@nau.edu>  
**Sent:** Saturday, August 09, 2014 9:09 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** EPCOR wastewater options

Commissioners,

Thank you for your attention in the matter of the unjust wastewater rates for the residents of the Agua Fria district.

I am writing to you as a resident of the Crossriver Community. I have thoroughly read the documents within the dockets W-01303A-09-0343 and SW-01303A-09-0343 as well as the rebuttal consumer complaints from the residents from Sun City West and other affected areas.

My husband and I built a home in the Crossriver community just as the Anthem deconsolidation settlement was taking effect. When we first moved into our home, we felt our EPCOR bill was high at around \$75. However, we are now experiencing bills upwards of \$170. As new buyers in this community, we were not aware nor informed that our bill would be increasing \$100 in such a short amount of time. We have now found out that our community is scheduled for another increase in January 2015. In my own research, I have learned that the Sun Cities have not experienced any rate increases in the last six years. Why is our community experiencing such drastic raises multiple times per year when our direct neighbors have been allowed to remain at their same very low rate level for so long? My community utilizes the very same wastewater facility as Sun City West. Yet, we are having to pay for a portion of the White Tanks facility that we do not even use?

Additionally, our neighbors in the Sun Cities only pay a flat rate for their sewer service. We in Agua Fria, pay a flat rate as well as an additional volumetric rate based upon our total water usage. Sun City West consumers are writing complaints that they can not afford any kind of rate increase and should not have to "subsidize" other communities. Isn't that what the Agua Fria consumers are already doing? How is this fair for neighboring communities? These consumers of the Sun Cities are also stating that they are on fixed incomes. Many of our families in Crossriver and other communities in Agua Fria such as Verrado, Russell Ranch, Corte Bella, and Coldwater Ranch also are on fixed incomes. I myself as a teacher have experienced only cuts to my income over the last 7 years rather than increases. So I would say I am also on a "fixed" income. As a family of 7, (2 adults and 5 children) our water bill is not at all affordable.

I have now read EPCOR's proposed options for relief and restructuring of wastewater rate design. It seems to me the only logical, reasonable, fair, common sense, and long-term solution would be to fully consolidate ALL of EPCOR's wastewater districts in Arizona. Yes, the Sun Cities may experience a small increase to their rates and they likely will complain about this. However, full consolidation would offer them protection when their older infrastructures deteriorate and need repair or replacing. In the full consolidation scenario WE would be helping to subsidize that repair for them. I am sure they would rather have that occur than see their rates skyrocket when repairs/replacements are required if they are to remain exclusively in their own district. Additionally, the residents of most of the other EPCOR communities will experience a drastic decrease in their wastewater bills as well as peace of mind that they will not experience rate shock if infrastructures need repair or replacement. We would be more than happy to share the burden with our neighbors in order to avoid anyone else having to experience the rate shock we have experienced.

To further deconsolidate the Agua Fria district would be totally unmanageable and confusing for consumers. It also seems completely ridiculous to consider. It would be like APS charging a separate higher rate for one particular community in Phoenix when the rest of the city would get a much lower rate. It is unjust and unfair. Further deconsolidation is absolutely not the solution.

The deconsolidation of Anthem from Agua Fria was a "band-aid" quick fix "solution" when the residents of Anthem were seeking relief of their EPCOR bills. Reconsolidating Anthem and Agua Fria would put us all right back where we were a few years ago. Additionally, the settlement with Anthem would have been all for naught. As noted by the commissioners at that time, they knew this situation we are now facing would need to be re-evaluated at a future point in time. The time for a long-term solution is NOW. Please vote YES for full consolidation of EPCOR's AZ wastewater districts as it is the only fair and logical long-term solution for ALL consumers.

Thank you again for your time and attention to this matter,

J'nay McDonald

## Teresa Tenbrink

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**From:** Jonathan Rehm <jkrehm@gmail.com>  
**Sent:** Saturday, August 09, 2014 7:08 AM  
**To:** BitterSmith-Web  
**Subject:** Re. SW-01303A-09-0343

Dear Commissioner,

I am a resident of Verrado, a husband, father, and web developer. We do all right financially, and I am glad that my job pays pretty well, because otherwise we might have to choose between water and food on a monthly basis (we have friends who are on a fixed income and do face that choice). Shortly before my son was born last year, we moved to Verrado from our condo in Tempe where we paid ~\$25-30/month for water and sewer. Compare that to our new home (~2300 sq/ft) where our bill has never been lower than \$155, and has occasional spikes between \$220 and \$300 as I try to revive plants so the HOA doesn't fine us. We do not have a pool, our yard is very small, we never shower for longer than 10 minutes, and wash clothes every three days or so... yet our water bill is the most expensive utility 9/12 months of the year (electricity of course spikes June-August).

Along with air, water is the most basic human need that I can think of, yet we're held hostage by a company whose goal is to profit from that need. Profit will always be the driving motivation for a company and I have no problem with that, as long as they have competition to keep their rates honest. Epcor does not have that because they function in a "natural" (government mandated) monopoly on the water supply. So it's left up to you -the Arizona Corporate Commission - to regulate them and keep them honest. And I do not think you have done your job very well, at least not for your constituents as a whole.

We are a small but growing community, largely populated by a mixture of retirees and young families (such as mine). We don't have the numbers to be as loud as some of the other communities that Epcor "serves", and many of us have jobs that preclude us from joining daytime rallies and such events that other communities may be capable of. But that doesn't change the fact that a heavy burden has been laid on our community and we don't have the power to shed it. When my wife and I were looking for a house, we nearly didn't purchase in Verrado because of how expensive the water is. We did purchase because we love our house and live within a few minutes of her family. But if her family weren't close by, we would not have purchased because, currently, to buy here means to be saddled with a second, smaller mortgage. We personally know families who pay between \$300-450 each month for their water. That is a grievous burden, and not one that comes because of excessive waste!

I didn't live here when Buckeye shirked their duty and sold us to a private company, and ultimately I blame them for the current circumstance. I don't think we'll ever get long-term relief without the City buying us back. But as that's a pipe dream, you are our only source of relief. Please do what you can to help our community as you make your decision regarding Epcor's consolidation status. I don't think it's fair for anyone to pay what we're paying, but just as the cost of shoplifting is built into Target's prices (no benefit to me) Epcor's prices should be evened out across as large a population as possible, even if the increase doesn't benefit an individual.

Please help us as I don't think anyone else can right now.

## Teresa Tenbrink

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**From:** jena gable <gablet@hotmail.com>  
**Sent:** Saturday, August 09, 2014 7:03 AM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Please help us...WS-01303A-09-0343

**Please help** our community we are drowning in our water bills. My family and many others are struggling to survive and moving to cut costs. Many are saving running cold water to water plants and hoarding buckets from other community water sources to save. Nobody should have to live like this. What gets me is people are wasting water everywhere and not even a slap on the hand! Everywhere I turn water is running and I am shaking inside only to wonder what that would cost me, I feel **imprisoned** by this! It is unfair that Epcors rates are so high compared. SUN CITY WEST has not had a raise in 6 years and ours have increased **133%** wastewater and **58%**! **Please just do the right thing.**

Thank you for your time,  
Jena Gable

## Teresa Tenbrink

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**From:** Peter Volny <pvolny@cox.net>  
**Sent:** Saturday, August 09, 2014 7:01 AM  
**To:** Pierce-Web; Stump-Web; BitterSmith-Web; Burns-Web; RBurns-Web  
**Cc:** Linda Kavanagh  
**Subject:** Epcor rate Increase

I am urging the three of you who did NOT reconsider the approved rate increase to evaluate what you have approved - a 34.8% increase is egregious especially given the current economic times when most people are struggling financially. This appears to be yet another case of a monopoly or oligopoly abusing it's mandate and rather than seeking to improve internal efficiency and productivity simply relies on a totally captive customer base.

I respectfully suggest that you have a fiduciary responsibility to the taxpayers and not to utilities.

Sincerely,

Peter I. Volny  
10832 Arista Lane  
Fountain Hills, AZ 85268  
480.773.7297

## **Teresa Tenbrink**

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**From:** Luke Hartzell <lukehartzell@gmail.com>  
**Sent:** Friday, August 08, 2014 8:53 PM  
**To:** RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Regarding Docket Number W-01303A-10-0448

To Whom It May Concern:

We live in the Crossriver neighborhood in EPCOR's Agua Fria region. I am writing to express my dissatisfaction with the way that we are billed for our waste water by EPCOR. We pay significantly more for our waste water base and usage charges than other users in our district. This exorbitant amount is a result of their loss of customer base (in Anthem) and a need to cover costs on their part. I have nothing against EPCOR making a fair profit, but it seems unfair for them to charge us seven times more than some others that are using water from (and having water treated at) the same sites. I understand that not all districts should pay the same base charge due to many variables that I won't expound on here, but the difference between the high and low rates in this case seems unreasonable. I believe that the EPCOR districts need to be consolidated so that we all pay a fair and equitable rate.

We have also had an instance where EPCOR sent us a disconnection notice before the date that our bill was even due. They claimed that their outdated method of accepting payment was to blame.

In a recent letter, the president of the PORA of Sun City West claimed that we residents of Crossriver (and others) basically "all knew what we were getting into" when we "fulfilled our American Dream" by choosing the exact house we wanted to buy. He fails to take into consideration families like ours that were forced to buy a house in this area due to proximity to our workplace and are now paying 150% of what we used to pay for a house almost twice the size of the one we are in now. We knew that water rates were high when we moved in, but the questionable business practices of EPCOR and unreasonable rate increases in Crossriver cause me to make my voice heard on this matter.

Respectfully,

Luke Hartzell

--  
Luke Hartzell  
Principal  
Cross of Glory Lutheran School  
Peoria, AZ

## Teresa Tenbrink

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**From:** Lisa Hull <lisa.hull@att.net>  
**Sent:** Friday, August 08, 2014 6:54 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; rburns-web@webazcc.gov  
**Subject:** Water Rates

I am writing about the water rates in CrossRiver. I moved in this area in 2007. I moved from Peoria and when I did the water rates were reasonable. We had lots of wonderful plants and grass. After the Commission voted to raise our rates we had to tear out all of the grass for fake turf. We removed plants that required a lot of water. We even limited the number of of laundry we could do and the amount of time in the shower. We have done everything we could do. I watched our water and sewer bill go from \$60 to over \$200 a month. With two teenage daughters it has been difficult to pay our water bills. We are on a very tight budget. Both of our daughters are now going to college and with the increased bills and the high water rates we have thought about moving back to Peoria to cut out some of the bills. I love my home and when I moved here I could never have known that the water and sewer rates would be so much. I understand that the residence in Sun City and Sun City West are on a tight income but so am I. If we don't even out the rates this area could be a empty neighborhood. A lot of people in this area have already moved out due to the water rates. There are a lot of fixed income residence here too that moved in before the rate increases. Why should we pay for a waste water treatment plant we do not use. In fact, we use the same water as SunCity West.

We need help.

Lisa Hull

## Teresa Tenbrink

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**From:** Marshall Johnson <marshj38@msn.com>  
**Sent:** Sunday, August 10, 2014 8:08 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR Proposal

Recently received a 2nd letter from EPCOR trying to prepare us for CONSOLIDATION of waste water services and suggesting that it is your request. We oppose consolidation.

We reside in Coyote Lakes and it is primarily retired residents. It is our opinion that consolidation with Anthem (or any other community) would cause an unacceptable increase in rates. Not in the first year or two, because EPCOR would undoubtedly show favorable rates to support consolidation - I would if I was trying to sell consolidation.

We concur with ACC Decision 73837, and strongly request that you support it as well.

Thank You,

Marshall Johnson  
19214 N. Coyote Lakes Pkwy  
Surprise, AZ 85378  
602 909-6443

Sent from Windows Mail

**Teresa Tenbrink**

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**From:** cerland593@aol.com  
**Sent:** Sunday, August 10, 2014 5:16 PM  
**To:** BitterSmith-Web  
**Subject:** Wastewater reference docket/case #SW-01303A-09-0343

Susan Bitter Smith  
ACC, Commissioners Wing  
1200 West Washington  
Phoenix AZ 85007-2996

Good Day,

As a resident of **Verrado Community**, an EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure. There are several reasons that full consolidation makes the most sense from both a short and long term perspective.

**Please consider:**

- The west Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed all of Arizona. Water rates are an increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable and stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and skyrocketing utility costs.
- There is the issue of fair and equitable payment for infrastructure between all shareholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in the early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area.
- The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lowest rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates than the Anthem district. Consolidating the rate structure now will avoid turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now.

For these reasons, I would urge you to vote for **full consolidation**, bringing all the EPCOR wastewater customers together as one district.

With all due respect.

Sincerely,

Maria O. Erlandson

Home phone – 623-412-2961 Cell phone – 623-340-0289

21037 West White Rock Road, Buckeye AZ 85396

**Wastewater reference docket/case #SW-013203A-09-0343**

**Teresa Tenbrink**

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**From:** ngkraft@cox.net  
**Sent:** Sunday, August 10, 2014 4:28 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR's waste water district consolidation

Dear Commissioner Smith:

My wife and I moved to Sun City West 14 years ago shortly after retiring. We selected our retirement community for many reason which included cost of living because we would be on a fixed income like many of our neighbors are. Water availability and associated costs were one of the primary expenses we researched and one of the reasons we moved here.

Please do not approve EPCOR's proposal to consolidate waste water districts. This would be an added strain on an already tight budget and shrinking fixed income.

Thank you for your time and consideration.  
Norm and Irene Kraft  
14403 W Heritage Dr  
Sun City West

**Teresa Tenbrink**

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**From:** Deanna <dliddell@cox.net>  
**Sent:** Sunday, August 10, 2014 3:01 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR Rate Consolidation

I have been following the discussion via correspondence from EPCOR as well as communication from Bill Hansen, PORA President. At the time each of us made a decision on where we wished to make our home, costs associated with that decision should have been considered i.e., property tax, electric, gas, water, rec fees, etc. Now some of these people are crying "foul" and want the rest of us to pick up part of their obligation. If the decision made two years ago by Corte Bella and Anthem to de-consolidate turned out to be a poor choice, the rest of the districts should not be penalized for their short sightedness. Consolidation of all five districts could open the door for ever increasing rates as new sub-divisions and communities come on board that have no relation to the existing wastewater districts. The escalating cost would negatively impact a greater number of citizens, many of whom are retirees who are unable to absorb run away costs for basic needs such as utilities. In all fairness, the Commission should not vote to burden a greater number of people just to appease a few that are not happy about the cost of living where they chose make their home.

Thank you for taking the time to consider the opinions of your constituents.

Deanna Liddell

## Teresa Tenbrink

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**From:** doug steinsiek <dougsteinsiek@gmail.com>  
**Sent:** Sunday, August 10, 2014 10:40 AM  
**To:** BitterSmith-Web  
**Subject:** water bill is way over the top...

My water bill is twice my electric bill...yes, twice. If I do not use a drop of water, my base bill is over \$100. I talk with other valley residents and their water will ranges around \$80 (TOTAL) . If I use 10 gals, my bill runs \$170. \$17 per gal? Almost 5 times the cost of gasoline; does that make sense??

I live in the Verrado neighborhood in buckeye and it is ridiculous. If I knew the cost of water was going to be this much, I would have seriously considered living somewhere else. It is ironic I was concern about my electric bill when moving to Az when it was my water bill I had to be concerned about. I knew water cost had to be higher in the desert (I moved from Louisiana where my water bill was < \$20/month) but over 8x higher. What a shock.

Please do whatever you can to help reduce our cost so that we will be more in line with others living in the Phx area.

thanks

**Teresa Tenbrink**

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**From:** Carol Price <ca-price@cox.net>  
**Sent:** Sunday, August 10, 2014 9:53 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Waste Water Rates

I am a resident of Sun City West and on a "fixed income".. I strongly oppose Epcor's proposal of higher rates and consolidation that would raise our rates.

I chose this community for its lower taxes but also that it provides me with good utilities that are currently affordable.

Please keep the concerns of this community in focus when you make a decision!

Thank You!!

Carol Price  
13612 W. Gemstone Dr.  
Sun City West, AZ 85375

**Teresa Tenbrink**

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**From:** DonPrice <d-price@cox.net>  
**Sent:** Sunday, August 10, 2014 9:13 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Water Rate Consolidation of Fve Districts

I please ask you to consider **not changing** Sun city West rate.  
This would be real burden on this household as we are on a tight budjet at this time  
and this is a additional charge that will change our way of life..  
Please consider your option #1 and leave Sun city West out because it doesn't impact us.  
Thank you for listen  
don Price Sun city West

**Teresa Tenbrink**

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**From:** Jeff and Melissa <lewis4onholt@cox.net>  
**Sent:** Saturday, August 09, 2014 5:35 PM  
**To:** Stump-Web; Burns-Web; BitterSmith-Web; Pierce-Web; RBurns-Web  
**Subject:** Homeowners in Agua Fria Wastewater district are being monopolized! WE WANT MUNICIPALITY!

Water is LIFE.

We've all heard this and it rings true. We need it to live. We need it to thrive- there is no CHOICE.

We are all Arizonans- the valley of the sun is where we all have chosen to raise our families, to invest in our futures and grow our roots.

So there is no reason that based on WHERE in this valley we live, that we should pay more for a basic life NECESSITY. How I live, how many gallons I use- YES. I use more I pay more. But If I live in Buckeye, why should my waste water charges JUST TO HAVE SERVICE start at \$121.00 a month, while residents of Surprise, Phoenix, Goodyear, Litchfield Park (the two latter both my closeby neighbors) be paying close to a quarter of that?

THIS NEEDS TO BE FIXED.

You have the ability to vote out this INSANITY that was ridiculously deconsolidated by the ACC and make things fair for all residents! We will not be silenced! You will take down entire neighborhoods in Arizona and people will leave this state-

I would and will not stay in Arizona if these are the kind of shenanigans that go on!

Epcor says its the ACC and if it isn't you then THROW EPCOR OUT and make Verrado and Buckeye water a municipality! PLEASE!

People shouldn't have to choose between flushing their toilets and feeding their children!

Agua Fria wastewater needs to be reconsolidated to ONE ENTITY! and everyone be charged the same FAIR PRICE!

Feel free to contact me about my home that has only front landscaping and my winter bills at \$215 a month and summer bills upwards of \$300, and that was BEFORE our pool.

Melissa Lewis

719-761-5988

Verrado Resident since 2013

Surprise Resident 2011-2013

## **Teresa Tenbrink**

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**From:** MARYANN HUGHES <mahughes10@cox.net>  
**Sent:** Saturday, August 09, 2014 3:23 PM  
**To:** RBurns-Web; Burns-Web; BitterSmith-Web; RBurns-Web; Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web  
**Subject:** Consolidation of Wastewater/Water Districts -- Docket Nos. W-01303A-10-448; SW-01303A-09-0343; & W-01303A09-0343

Since our comments (Agua Fria Wastewater/Water District—CrossRiver, DosRios, Coldwater Ranch, and Corte Bella) have not been posted on EDocket, I am sending you this email to urge you to vote for full consolidation of the Sun City, Sun City West, and Agua Fria Districts.

We have suffered financially, physically, and mentally from the outrageous EPCOR wastewater/water rates. My last bill was \$171.00 most of which was wastewater charges (volumetric charge needs to go and we need to be billed for what we use not rounded off to nearest 1,000 gal.)

Full consolidation will benefit all districts including Sun City West. Sun City West has an EPCOR employee sitting on its water committee and they have not had any increase in six (6) years. Sun City residents are opposed to full consolidation and have made comments that too bad we made the choice to live where we bought homes. The rates were reasonable when we moved to Cross River until we received the 133% increase in wastewater and 58% increase in water rates.

We need relief now. Please, please help us our home values are going to decrease and we are tired of limiting our water usage so much that we foregoing showers, watering our plants and grass, etc.

Sun City West has enjoyed low rates for so many years at our expense. This needs fixing immediately.

Thank you,

Mary Ann Hughes  
[Mahughes10@cox.net](mailto:Mahughes10@cox.net)  
11841 W. Donald Ct.  
Sun City, AZ 85373  
623-466-0029

## Teresa Tenbrink

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**From:** Jan <jcmelvin1126@gmail.com>  
**Sent:** Saturday, August 09, 2014 3:12 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; RBurns-Web; BitterSmith-Web  
**Subject:** Fwd: Voice Your Position NOW with ACC for Wastewater Rate Relief

Dear Commissioners-All:

On the off-chance that you are not fully aware of the usury water rates we are being charged in Verrado, please consider yet further evidence: we purchased a home in Verrado in May of this year and **have not yet occupied it** and yet our first bill from Epcor was **\$350!** Our landscaping is all xeriscape, drip system only, no leaks (according to American Water)—no lawn and no pool. Not one shower or use of dishwasher or laundry washer. How can this be?! This unfair disparity with other Metro Phoenix communities can only hurt the future of the Aqua Fria District/West Valley. Seems our only option for water rate relief is to move back to the East Valley, where our water bills were less than a third of Epcor's. This with a large lawn, fountain, and several trees. What's wrong with this picture?

Please help us.

Thank you,  
Janice and Patrick Melvin

Begin forwarded message:

On July 22, at the Arizona Corporation Commission (ACC) Open Meeting, the Commission approved a staff recommendation to re-open the Epcor Water Arizona Inc. wastewater rate case to consider whether and how to provide Agua Fria Wastewater District residents with rate relief.

There are several ways to voice your position to support Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure:

1. Electronically submit comments: <http://www.azcc.gov/Divisions/Utilities/forms/CommentForm.htm>\*  
\*The wastewater reference docket/case # is: SW-01303A-09-0343

2. Send an email, call or fax the Commissioners:

- o Gary Pierce | T 602-542-3933 | F 602-542-5560 | [pierce-web@azcc.gov](mailto:pierce-web@azcc.gov)
- o Brenda Burns | T 602-542-0745 | F 602-542-0765 | [burns-web@azcc.gov](mailto:burns-web@azcc.gov)
- o Bob Stump | T 602-542-3935 | F 602-542-0752 | [stump-web@azcc.gov](mailto:stump-web@azcc.gov)
- o Susan Bitter Smith | T 602-542-3625 | F 602-542-3669 | [bittersmith-web@azcc.gov](mailto:bittersmith-web@azcc.gov)
- o Bob Burns | T 602-542-3682 | [rburns-web@azcc.gov](mailto:rburns-web@azcc.gov)

3. Send a letter to the Commissioners: ACC, Commissioners Wing, 1200 West Washington, Phoenix, AZ 85007-2996

For more information about this case, visit:  
<http://www.verrado.net/My Home/Services Utilities/Epcor Water Aqua Fria District.htm>

Watch you inbox and check [verrado.net](http://verrado.net) for updates, including an invitation to an upcoming community meeting to educate residents on this issue and also to organize our community to voice our position.

August 11, 2014

Arizona Corporation Commission:

RE: Waste Water Consolidation

Attn: Commissioners;

We strongly object to the Waste Water Consolidation with Corta Bella and or consolidation of all five waste water districts. Because of our freedom of choice we considered many of the variables when choosing to buy in Sun City West.

Some of the variable factors among the five districts are:

1. Age of System
2. Costs at the time of origin
3. Geographical spread
4. Number of customers to share fixed costs

Sun City West did not choose to be involved in the rate case and find no basis for this assessment of these charges.

Edward & Marilyn Sage

13735 W. Greenview Dr

Sun City West, AZ 85375

August 11, 2014

Arizona Corporation Commission:

RE: Waste Water Consolidation

Attn: Commissioners;

We strongly object to the Waste Water Consolidation with Corta Bella and or consolidation of all five waste water districts. Because of our freedom of choice we considered many of the variables when choosing to buy in Sun City West.

Some of the variable factors among the five districts are:

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4. Number of customers to share fixed costs

Sun City West did not choose to be involved in the rate case and find no basis for this assessment of these charges.

Jean Siegfried

13639 W Banjo Dr

Sun City West, AZ 85375

August 11, 2014

Arizona Corporation Commission:

RE: Waste Water Consolidation

Attn: Commissioners;

We strongly object to the Waste Water Consolidation with Corta Bella and or consolidation of all five waste water districts. Because of our freedom of choice we considered many of the variables when choosing to buy in Sun City West.

Some of the variable factors among the five districts are:

1. Age of System
2. Costs at the time of origin
3. Geographical spread
4. Number of customers to share fixed costs

Sun City West did not choose to be involved in the rate case and find no basis for this assessment of these charges.

Margareta O. Tapply

20210 Medallion Ct.

Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** Tom's Email <t-j-ohl@sbcglobal.net>  
**Sent:** Monday, August 11, 2014 10:28 AM  
**To:** BitterSmith-Web  
**Subject:** Possible Waste Water Consolidation

Dear Commissioner Smith,

As new residents of Sun City West, we highly object to consolidation of the waste water districts. Low water rates were a consideration in purchasing our home, and we object to subsidizing other districts with higher rates. Many SCW residents, such as ourselves, are on fixed incomes and would be severely impacted by consolidation and higher rates. Please take these facts into consideration you review possible consolidation.

Sincerely,

Tom and Janice Ohl  
19619 N. 141st Ave.  
Sun City West

Sent from my iPad

Sent from my iPad

**Teresa Tenbrink**

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**From:** John Pavelka <jpavelkajr@cox.net>  
**Sent:** Monday, August 11, 2014 9:53 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; RBurns-Web; BitterSmith-Web  
**Subject:** Wastewater Rate Design

I am concerned with this proposal from EPCOR. The way I understand this is that because of a petition by Corte Bella and other smaller waste water district EPCOR is proposing a consolidation. This would affect our rates in Sun City West and in addition we would have an assessment to help EPCOR pay for the review. This is strictly for the benefit of EPCOR to add to their bottom line. I see no benefit to Sun City West.

Please consider this proposal.

Sincerely,

John Pavelka  
14235 W Circle Ridge Drive

**Teresa Tenbrink**

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**From:** Larry Lunka <larry@westelec.com>  
**Sent:** Monday, August 11, 2014 8:39 AM  
**To:** BitterSmith-Web  
**Subject:** EPCOR water rates in Verrado

Dear Ms. Bitter Smith:

Please vote for 100% consolidation for EPCOR.

My water bill went from \$89.00 to \$210.00.

It's just my wife and I and we don't have a pool or large lawn areas.

If we can't get some help on the rates we'll have to sell our home in Verrado and move south of I-10 where the rates are \$60.00 or less.

Thank you.

Sincerely,

*Larry Lunka*

*20979 W. White Rock Rd.  
Buckeye, AZ 85396*

**Teresa Tenbrink**

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**From:** Greg Eisert <geisert1@centurylink.net>  
**Sent:** Sunday, August 10, 2014 4:20 PM  
**To:** Stump-Web; Kelly Aceto; RBurns-Web; BitterSmith-Web; Pierce-Web  
**Cc:** Jim Stark; Greg Eisert; Carole Studdard  
**Subject:** Docket No. W-01303A-09-0343; SW-0303A00343 - Wastewater Rate Design Examination - EPCOR

**Importance:** High

Honorable Commissioners

Please note the following Sun City Home Owners' Association analysis and objection to EPCOR's Total Consolidation Recommendation of Wastewater Rate Districts.

We respectfully request your response to our analysis.

DOCKET NO. W-01303A-09-0343;  
SW-0303A-0-0343

## Reply Requested

Wastewater Rate Design Examination; Consolidation/De-Consolidation

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Upon review of EPCOR's analysis and answer to the ACC request pertaining to wastewater ratings. SCHOA strongly disagrees with EPCOR's recommendation to consolidate all of their wastewater districts.

Based on EPCOR's report data, it appears the complaints received represent approximately 2% of household users system wide. Complaints from a 2% proportion of the clientele base is not adequate justification for catastrophic increases in the rates some consumers would pay. There are no off-setting data listing dollar-amount savings of workforce reductions, plant consolidations, continuous improvement plans, etc., such a consolidation would provide.

The EPCOR Exhibit of wastewater residential bill comparison shows eight (8) cities, (Sun City, Agua Fria, Anthem not included), with projected increases from 5% to 243%; one city, no increase and two cities with reductions of 44% & 55% given full district consolidation. Not included are Sun City +90%, Anthem +2% and Agua Fria -54%.

▪ Phoenix	+28%	Scottsdale	+80%
▪ Peoria	+51%	Glendale	00
▪ Tolleson	+243%	Sun City	+90% (not listed)

- |             |                    |          |                     |
|-------------|--------------------|----------|---------------------|
| ▪ Agua Fria | -54% (not listed)  | Anthem   | + 2% (not listed)   |
| ▪ Goodyear  | -44% (within city) | Goodyear | -55% (outside city) |
| ▪ Buckeye   | +5%                | Surprise | +38%                |

Given the data listed above, a full consolidation would surely cause a firestorm across the valley.

Regarding the Sun City District, EPCOR noted forecasted capital improvement costs of \$9.3M. If Sun City were to accept an immediate \$5.56/mo. rate increase (+31%), we would contribute \$10M for the projected five years and another \$10M over the next five years. Over the ten year period noted we would have paid \$38.6M less than being consolidated.

EPCOR's suggestion that districts such as ours would be better off in the long run is patently misleading.

There needs to be a serious discussion regarding how we handle our rate system. There is no reason for rate shocks except that the methodology the ACC demands may foster the tendency to utilize the "test year" as a heavy capital asset user year rather than appropriate utilization of a forecast matrix. We don't believe the test year method utilizes best practices methodologies.

As an example, prior to EPCOR's acquisition of American Water, they performed their due diligence on American Water. Through the process EPCOR had to identify all the company capital items, their lifespans, projected replacement costs and timing etc. To that point, they have all the cost data forecasted. Utilizing a forecast model tied to company performance would dramatically reduce the "shock factor" we have become used to.

*Greg Eisert*  
*Director, Chariman Government Affairs*  
*Sun City Home Owners Association*  
*10401 W Coggins Drive*  
*Sun City, AZ 85351*  
*Telephone: 623-521-0986*  
*Email: [gregeisert@gmail.com](mailto:gregeisert@gmail.com)*



**Teresa Tenbrink**

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**From:** Greg Eisert <geisert1@centurylink.net>  
**Sent:** Wednesday, August 06, 2014 3:04 PM  
**To:** Stump-Web; RBurns-Web; Kelly Aceto; BitterSmith-Web; Pierce-Web  
**Cc:** Greg Eisert; dlesko@azleg.gov; rick@voterickgray.com; Jim Stark; 'Jim Powell'; Carole Studdard  
**Subject:** ACC Agua Fria District Wastewater Issue - August 2014  
**Importance:** High

Honorable Commissioners

As you are aware, Sun City Homeowners are thirty thousand plus – strong. We ask that you to strongly consider our position regarding the “full consolidation” issue.

## ACC Initial Response to Customer Complaints regarding Agua Fria District rates and charges for water and wastewater services

Sun City Home Owners Association – Position

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Due to receiving numerous Agua Fria District Customer complaints, the ACC has directed EPCOR to make a filing that responds to the Customers’ issues including discussion of various rate design options to address those concerns.

Upon review of the recent Agua Fria District Customer Complaints submitted to the ACC relating to their “Waste Water” concerns, it is clear they set the parameters pertaining to cost, consolidation and deconsolidation of the areas and municipalities directly impacted. The complaints and remedies noted did not mention consolidation of all EPCOR customers system wide.

From a Sun City perspective, we agree with previous ACC determinations that it would not be in the public’s best interest to implement a full EPCOR system consolidation.

Over time the cost causers were expanded due to the dramatic expansion of the NW Valley. Sun City was built out in the mid – eighties while other independent communities and municipalities continued their development growth.

A number of communities were developed without a viable long-term plan; as a result overburdening future owners with exorbitantly high rate structures. To now demand the Sun City Retirement Community bail out these other areas for poor choices is unreasonable. If it wasn't in the public's best interest to fully consolidate two years ago, it certainly isn't prudent today.

We urge the ACC to remove such a move from consideration.

Respectively,

*Greg Eisert  
Director, Chairman Government Affairs  
Sun City Home Owners Association  
10401 W Coggins Drive  
Sun City, AZ 85351  
Telephone: 623-521-0986  
Email: [gregeisert@gmail.com](mailto:gregeisert@gmail.com)*



## Teresa Tenbrink

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**From:** Steve Butler <sbutler@pacificinsulation.com>  
**Sent:** Wednesday, August 06, 2014 1:08 PM  
**To:** BitterSmith-Web  
**Subject:** FW: Please oppose Revisions to the Energy Standards

Sorry, I got the email address wrong on my first attempt.

**From:** Steve Butler  
**Sent:** Wednesday, August 06, 2014 1:05 PM  
**To:** 'stump-web@azcc.gov'; 'RBurns-web@azcc.gov'; 'BitterSmithweb-@azcc.gov'  
**Subject:** Please oppose Revisions to the Energy Standards

Dear Chairman Stump,

My name is Steve Butler and I am the Vice President and General Manager for Pacific Insulation Company with offices in both Phoenix and Tucson. Over the last 20 years, our company and our employees have helped Tucson residents reduce their electricity bills by installing greater thicknesses of insulation on ductwork as well as attic insulation. We have also supplied pipe insulation to these same residents of Tucson which also contribute to lower utility bills.

We urge you to continue to support energy efficiency programs and policies. These programs help ratepayers to reduce their utility bills and save money. They create jobs in our industry. Finally, because they save energy and reduce demand for electricity, they drive down energy costs for everyone. Insulation is a wonderful product as you pay for it once, it requires no maintenance, and just keeps saving dollars everyday.

I know first-hand how important these programs and policies are to people of Tucson and the rest of Arizona. Our company has been servicing and supply insulation products since 1948 and help hundreds of Tucson residents take advantage of energy efficiency program rebates thru quality contractors upgrading their insulation. This helps reduce demand on air conditioning and heat each and every day and help reduce utility bills significantly.

We also urge you to oppose any reopening or revision of the Electric Energy Efficiency Standard. The Standard has been a great success story for the entire state of Arizona. It has already saved Arizonans hundreds of millions of dollars in lower utility bills, reduced air pollution and water savings. If fully implemented, it will save us Billions of dollars on utility bills.

Please do not undermine this great success story and please oppose any effort to roll back this Standard.

Thank you for your consideration,

Steve Butler  
VP/GM  
Pacific Insulation Company  
2741 S. Yates Avenue  
Los Angeles, CA 90040  
(323) 837-1561 office direct line  
(323) 705-1576 cell  
[sbutler@pacificinsulation.com](mailto:sbutler@pacificinsulation.com)  
[www.pacificinsulation.com](http://www.pacificinsulation.com)

**Teresa Tenbrink**

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**From:** Todd & Luanne <toddhubbard@cox.net>  
**Sent:** Wednesday, August 06, 2014 12:39 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Epcor

Epcor & previous Co. American Water, have asked for raises many times in my 15 years of living in SCW.

I use to attend the hearing and believe I made some good points.

I don't attend now, as I find the effort useless!

Just give them what ever they want, so I can apply for welfare and not have to worry about making ends meet.

Todd Hubbard  
12919 W keystone Dr  
Sun City West. AZ 85375

## **Teresa Tenbrink**

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**From:** Gordon Hosmer <ghosmer23@comcast.net>  
**Sent:** Wednesday, August 06, 2014 11:18 AM  
**To:** BitterSmith-Web  
**Subject:** Epcor's Rate Structure  
**Attachments:** Dear Commissioner.pdf

Dear Commissioner:

We are seasonal residents of Verrado. Our home is vacant for the months of June through September. No water is being used inside the home during these months. Water used during these months is for outside landscaping irrigation only, which includes a grass lawn. As you can see from our bill of July 25, 2014, the water used during this billing period was 14,000 gallons, all of which was used for irrigation. However, we were charged for 7,000 gallons of wastewater treatment, none of which occurred, and in my opinion is a dishonest mischarging practice. In fact, when we are in Verrado, our inside water usage averages about 4,000 gallons a month. That means we are still being mischarged for 3,000 gallons per month of wastewater treatment for the months we are there. For this summer alone, I will be charged approximately \$250 for wastewater treatment that did not occur, and for the entire year it will be close to \$530. I urge you as a water district Commissioner to take decisive action to stop these mischarging practices and have Epcor Water Arizona Inc. structure billing commensurate with the services received.

Gordon Hosmer  
3778 North Park Street  
Buckeye, AZ 85396

**Teresa Tenbrink**

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**From:** Jeff Lloyd <lloydjbl@gmail.com>  
**Sent:** Tuesday, August 05, 2014 5:56 PM  
**To:** BitterSmith-Web  
**Subject:** Agua Fria Water District Reconsideration

As I understand it, the ACC is re-considering a bad decision made a few years ago on the unfair billing practices that have existed for some time now. In my wildest dreams I cannot figure why this decision was made in the first place to so benefit some and be such a burden to others. It's politics for sure, which almost always means the decisions made are not fair to a large group of people.

I urge all of you to make the right decision and make things fair again, for everyone who lives in Verrado and Anthem (and any other place in the Agua Fria district) are not rich. My water/sewer bill in Verrado is 3 TIMES what it was when I lived in another district. It's just not fair.

Please do the right thing.

## Teresa Tenbrink

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**From:** Howard & Sue Duncan <hduncan@myaccess.ca>  
**Sent:** Wednesday, August 06, 2014 8:08 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Cc:** editor@porascw.org  
**Subject:** EPCOR Waste Water Rates in Sun City West

Dear Commissioners:

We are new residents at 15905 W Sentinel Dr, Sun City West and members of PORA. We purchased our home in 2012 after considering many factors. The cost of utilities, including water and waste water rates, were a significant factor in our decision. We understand no Sun City West residents have requested changes to the current rate structure or a consolidation of Sun City West waste water rates with other communities. We strongly oppose the consolidation of Sun City West waste water rates with other communities. We do not want to pay any additional fees or cross subsidize others.

Sincerely,

Howard and Sue Duncan  
15905 W Sentinel Dr  
Sun City West, AZ, 85375

## **Teresa Tenbrink**

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**From:** Bobby Ellis <bobby.ellis@cox.net>  
**Sent:** Wednesday, August 06, 2014 7:41 PM  
**To:** Pierce-Web; RBurns-Web; -web@azcc.gov; BitterSmith-Web; Stump-Web  
**Subject:** EPCOR Rate Consolidation Proposal

Members of the Arizona Corporation Commission;

As Sun City West residents, my wife and I want to express our concern and opposition to EPCOR proposal for rate consolidation within the Agua Fria district. It seems that the "grandfathered rights" of some would be dismissed in favor of allocating monies to those who would greatly benefit from a lowered rate. We believe this amounts to a discriminatory action against those with the lower rate structures. Should we also be required to have our property taxes realigned to help pay for those whose tax rates are higher? Where does it end.

We ask that you not request or lobby for reconsolidation between Agua Fria and Anthem nor for consolidation of Corte Bella and Sun City West.

Bobby and Judy Ellis  
13942 W Whitewood Drive  
Sun City West 85375

**Teresa Tenbrink**

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**From:** LAVONNE COOK <lcookswc@msn.com>  
**Sent:** Wednesday, August 06, 2014 7:13 PM  
**To:** Pierce-Web; BitterSmith-Web; RBurns-Web; Stump-Web; Burns-wev@azcc.gov  
**Subject:** Sun City West Water Rates

Since EPCOR has entered Sun City West my water rate has doubled. Now, please do not allow Corte Bella to consolidate with us. We cannot stand the increase from this or consolidating *all five waste water districts*.

**Teresa Tenbrink**

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**From:** Mike Neu <mdneu2@yahoo.com>  
**Sent:** Wednesday, August 06, 2014 7:12 PM  
**To:** BitterSmith-Web  
**Subject:** Rate relief

Please give us in a Verrado some rate relief. The commission and Epcor are killing us.  
Our water bills are through the roof.  
Please help

Docket number SW-01303A-09-0343

Mike Neu  
3623 N Springfield St  
Buckeye, AZ. 85396

**Teresa Tenbrink**

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**From:** Ernesto Gardea-Fernandez <roda1270@yahoo.com>  
**Sent:** Wednesday, August 06, 2014 7:07 PM  
**To:** BitterSmith-Web  
**Subject:** The wastewater reference docket/case # is: SW-01303A-09-0343

I want to share my support on the re-opening of the Epcor Water Arizona Inc. wastewater rate case to consider whether and how to provide Agua Fria Wastewater District residents with rate relief. I do not agree and support the reasons why our rate should be any different than other areas. I strongly support a fare flat rate for all communities and hope you will support it too.

## **Teresa Tenbrink**

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**From:** Rich Katz <oncoursemedia@aol.com>  
**Sent:** Wednesday, August 06, 2014 7:05 PM  
**To:** BitterSmith-Web  
**Subject:** Water in Verrado

Susan,

I am writing on behalf of I believe every homeowner and renter in the community of Verrado regarding the water situation we currently face as a result of deregulation. All any homeowner or renter asks is for fairness for what is best for the districts that make up our region of the valley.

Prior to moving to Arizona 10 months ago, my wife and I were longtime residents of the City of Simi Valley in Ventura County, CA. While most expenses in California are higher than here in Arizona, water is not one of those expenses. Our average monthly water bill in Simi was about \$30.00 and the city spread their infrastructure, sewage and other expenses among all residents of the Valley even though it was very obvious that the upscale Wood Ranch area utilized much more water due to a golf course present and a multitude of larger homes with expansive grassy areas.

This decision upcoming by the Arizona Corporation Commission should not be one made from upsetting the residents of Anthem. When my homeowners insurance thru Farmers rose dramatically to cover costs (some in-state and some out of state) from those affected by Hurricane Katrina or the California Earthquakes, I expected that we'd all share in the cost of helping the stricken customers, and we all did. Water should be looked at the same way. It's like a homeowners association. I may not be particularly responsible for something happening that causes our association money but we all share in the expense. That's the only equitable and fair way to conduct business.

Put your prejudices aside. It's not about where you live or who your friends are. As an elected or appointed representative of the state, it's your duty to make the right choice. You are the one who has to live with your decision if that decision is made because of greed or personal gain.

I am putting my trust in you that you will make the right choice when the upcoming vote comes your way.

Sincerely,

Richard & Regina Katz  
2887 North Heritage Street  
Buckeye, AZ 85396

**Teresa Tenbrink**

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**From:** D Bailey <dbailey85375@gmail.com>  
**Sent:** Wednesday, August 06, 2014 6:08 PM  
**To:** Pierce-Web; Stump-Web; Burns-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Water District Consolidation

To the Arizona Corporation Commissioners:

We have received the letter regarding the proposed consolidation of multiple EPCOR water districts. This consolidation will surely lead to an increase in our monthly water rate here in Sun City West. We understand that Corte Bella has a high water rate but that is no reason to punish the SCW residents. Our community of approximately 25,000 residents is paying a fair rate today and a lot of our residents are on fixed incomes. We wonder what went wrong at the beginning of the Corte Bella subdivision that caused the high rates and if that problem can be addressed by itself.

Dennis & Diane Bailey  
22603 N. Wagon Wheel Dr.  
Sun City West, AZ

**Teresa Tenbrink**

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**From:** Larry Creekmore <lcreekm107@aol.com>  
**Sent:** Wednesday, August 06, 2014 3:26 PM  
**To:** BitterSmith-Web  
**Cc:** RBurns-Web  
**Subject:** Epcor Water Wastewater Rate Case; Agua Fria Rate Relief

Dear Commissioner,

The purpose of this note is to respectfully request that you approve a consolidation of the water districts to move to a single rate for all. As a retiree on a fixed income, it is critical that this basic utility be as affordable as possible. It would seem that a single rate and a consolidation of the districts would be the fairest approach to this important matter.

Your strong consideration in this matter would be greatly appreciated!

Sincerely,

Larry Creekmore

## Teresa Tenbrink

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**From:** Flavia Nomicos <fnomicos@cox.net>  
**Sent:** Thursday, August 07, 2014 7:26 AM  
**To:** BitterSmith-Web; RBurns-Web  
**Subject:** Rate Consolidation

As you consider a rate increase, please think about those of us living in this community and on a fixed income. Every month is a challenge to survive and this would add an additional hardship on many of us living here. Our social security and retirement money just does not go very far, so please when the time comes for a vote consider our current financial situation.

Thank you,  
Flavia Nomicos  
SCW

Sent from my iPad

FOR HIS SAKE!

Don't be led by your failures - be driven by your dreams.

**Teresa Tenbrink**

---

**From:** E Johnson <esmec.johnson@gmail.com>  
**Sent:** Thursday, August 07, 2014 8:55 AM  
**To:** BitterSmith-Web  
**Subject:** Verrado Water Rates

Ms. Bitter Smith,

It has been brought to my attention that you are a person we can reach out to regarding the outrageous rates we are paying for waste water in the Verrado Community in Buckeye, AZ. We have lived in Verrado for 18 months, in a 2000 square foot home. We are a family of two people, yet our water bill is consistently over \$150 per month. In the month of July we were gone for 3 weeks, yet our water bill remained the same. We have minimal vegetation and fake turf in our backyard, yet our bill is triple compared to those on city water. Epcor is uncertain why our bill remains the same, seemingly regardless of use. Our wastewater rates are inexplicable and are placing an undue financial burden on our household. In addition, when purchasing our home, our builder never disclosed that we would be forced to use a private company that would gouge us at every turn. The added expense without a proper solution to measured waste can no longer be endured by our household. If the water solution cannot be brought to a satisfying conclusion, we will be forced to sell our home and move elsewhere. I truly hope you get involved and save our community, we have exhausted all other avenues.

Sincerely,

Esme Johnson

## **Teresa Tenbrink**

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**From:** aimiller347@cox.net  
**Sent:** Thursday, August 07, 2014 9:03 AM  
**To:** Stump-Web; -web@azcc.gov; Pierce-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR Wastewater Issue

Dear Commissioners,

I have read the information furnished concerning the Corte Belle (AguaFria) Wastewater request for consolidation with other wastewater districts managed by EPCOR. I wish to voice my objection to the Corporation Commissioners taking any action other than noting the concerns of the Corte Belle residents. While the Corporation Commission has the authority and right to oversee setting and adjusting rates charged by public service entities, it should not become embroiled in adjusting rates to the advantage or disadvantage of separate communities unless such action is to the benefit of all residents affected.

It is obvious from what has been proposed that one community wishes to have the Commission consider authorizing a change in wastewater rates to their advantage which creates a disadvantage to another community. None of the three options that the Commission is apparently going to look into are favorable to all the parties affected. The Commission needs to recognize that one Community elected to change its wastewater district which resulted in a cost disadvantage to them and now wishes to change their district configuration to one that would produce a lower wastewater cost while causing an increased cost to another district. This is not a matter that belongs before the Commissioners.

Should EPCOR seek rate increases affecting all Districts, EPCOR must defend its request with facts and figures in the interests of all the affected Communities and Districts before the Commission. Since the proposed options concerning Wastewater Districts has not been initiated by EPCOR but does create advantages and disadvantages under the request of one community over another, the Commission should sever its involvement.

Corte Belle made its choice. Now they have to live with the results.

Thank you for your attention,  
Arthur E. Miller  
Sun City West Resident

## Teresa Tenbrink

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**From:** Lourdes B. Kotsobeis <lourdesk@cox.net>  
**Sent:** Thursday, August 07, 2014 9:08 AM  
**To:** BitterSmith-Web  
**Subject:** Verrado Resident Water Cost Protest

I strongly urge you to vote for a move back to fully consolidated water districts. The deconsolidation of Anthem and Agua Fria districts had had disastrous effects on the community of Verrado and its residents such as my husband and myself. Just because we have a smaller (though rapidly growing) population than Anthem, why should we pay much higher wastewater rates? Different water districts should not be pitted against each other in this way! Fully consolidated districts with a single rate structure reflect what consumers experience in most municipal districts. These out of control wastewater rates have the potential to destroy our livelihood and way of life in Verrado, in all the Agua Fria district; inability to sell homes, to rent out homes, severe financial hardship for residents, especially young families and those on fixed incomes. At the Epcor meeting in Verrado, neighbors shared that they are down to taking one shower a week, letting plants they have cared over for years wither and die. I am nearing retirement and my husband is of retirement age and if these water costs don't decrease, we will be forced to leave the state when we retire. We will be closely monitoring your decision and are considering outreach options to local and state media. Thank you.

*Lourdes B. Kotsobeis*

**The Abacus Companies**

20478 W. Daniel Place  
Buckeye, AZ 85396  
(623) 594-8461 Tel. No.  
(623) 215-6903 Fax No.

**Teresa Tenbrink**

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**From:** Thomas Michael - SHERIFFX <T\_Michael@MCSO.maricopa.gov>  
**Sent:** Thursday, August 07, 2014 9:20 AM  
**To:** BitterSmith-Web  
**Subject:** Reconsolidation of EPCOR

I along with my family would like to request you to consider and approve the full consolidation of EPCOR water, i.e. bringing Anthem and Agua Fria together as one district.

Thank you,

Thomas Michael & Family

Verrado residents, Buckeye, AZ

**Teresa Tenbrink**

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**From:** Johnson, Dustin R <dustin\_johnson@uhc.com>  
**Sent:** Tuesday, August 05, 2014 1:01 PM  
**To:** BitterSmith-Web  
**Subject:** Verrado EPCOR Rates

Mrs. BitterSmith,

It has been brought to my attention that you are a person we can reach out to regarding the outrageous rates we are paying for waste water in Verrado. I have been in Verrado for a year and half. My wife and I live in a modest 2000 square foot home. I have a three quarter inch meter and we are consistently paying 200.00 dollars a month. In the month of July, we were gone for three weeks and our usage stayed the same. I even had fake turf put in our backyard. Epcor has no answers as to why our rates stayed the same. We call EPCOR at least once a month and seldom is there an explanation for why the bill is so high. At this point, we will be forced to move from our home. The added expense without a proper solution to measured waste can no longer be endured by our household. I truly hope you get involved and save our community, we have exhausted all other avenues.

Sincerely,

**Dustin R. Johnson**

**Dustin R. Johnson**  
**Network Operations**  
**United Healthcare**  
1 E. Washington Suite 1700  
Phoenix, AZ. 85004  
[Dustin\\_Johnson@uhc.com](mailto:Dustin_Johnson@uhc.com)  
Fax: 877.382.9397

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**Teresa Tenbrink**

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**From:** Jessica Eastman <scarlette\_80@hotmail.com>  
**Sent:** Wednesday, August 06, 2014 9:58 AM  
**To:** BitterSmith-Web  
**Subject:** SW-01303A-09-0343 Epcor Water Arizona Inc. Wastewater Rate Case

Dear Commissioner Bittersmith,

I am writing in support of Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure. The current rate is unreasonable and the upcoming increase would be detrimental to many Verrado residents.

Thank You,  
Jessica Eastman  
21014 W. Ridge Road  
Buckeye, Arizona 85396

**Teresa Tenbrink**

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**From:** Willie Barraza <whbarraza@yahoo.com>  
**Sent:** Wednesday, August 06, 2014 9:57 AM  
**To:** BitterSmith-Web  
**Cc:** mywater@epcor.com

I am a resident of Verrado in Buckeye, AZ and I am very concerned about our rising water/sewer rates.

Please vote to have **EPCOR consolidate and have a single rate structure for all.**

## Teresa Tenbrink

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**From:** george and karen pickering <jorgyporgy@earthlink.net>  
**Sent:** Wednesday, August 06, 2014 9:53 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** SCW resident

Brenda Burns, Commissioner  
Bob Stump, Chairman  
Susan Bitter Smith, Commissioner  
Bob Burns, Commissioner

Commissioner's and Chairman,

This is what I have recently received from the office of Pora in Sun City West. I would just like to say Pora is an important part of this community. As I am not the expert in this I rely on Pora's opinion's for what is best for us. I would just like to say why in the world would you make us share any of the cost for these other cities. I am a 69 year old married women back to work to support our medical needs. I can not tolerate any increase in my water bill to support other's. I will forward this to all of my friends, family and church member's in SCW . Election's will be greatly considered as per your decision.

Sincerely,

Karen Pickering

## **Teresa Tenbrink**

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**From:** appletimes@aol.com  
**Sent:** Wednesday, August 06, 2014 9:11 AM  
**To:** BitterSmith-Web  
**Subject:** Epcor Wastewater Cost Agua Fria District Docket#SW-01303A-09-0343

I live in Verrado and am having a very hard time in maintaining all cost of living but in particular my exhorbitant cost for wastewater. I am a widowed senior living on a very fixed income and struggle each month just to pay my utilities. I adjust my thermostat to lower my electricity and gas. I am very conscious of the amount of water i use, as evidence by my water usage inside my home, and have put in more desertscape (rocks) outside. However, due to the rates of the wastewater I cannot lower this portion on my Epcor bill. What am I to do? I cannot afford to move and I live a very simplify life style in order to afford my home so your consideration of full consolidation would be greatly appreciated by myself and the entire community of Verrado.

Thank you,

Susan Cloutier  
21043 W. Prospector Way  
Buckeye, AZ 85396  
623 399 8877

**Teresa Tenbrink**

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**From:** Jeanette Wilwert <jeanettengene@hotmail.com>  
**Sent:** Wednesday, August 06, 2014 8:57 AM  
**Cc:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Waste Water Issue

Dear Arizona Corporation Commissioners

Receiving the recent letter from EPCOR about their proposal of consolidating waste waters

we found it very disturbing. We are senior citizens and on a fixed income and raising our water rates to accommodate other areas seems an unfair approach to fixing their loss (EPCOR) of customers. When we are paying the minimum why would we want to approve the increase for our area in Sun City West. For all the residents in Sun City West it would create a monetary hardship for all residents.

My and husband and I strongly oppose all 3 options.

Thank you, please free to contact us via email.

Gene and Jeanette Wilwert, residents of Sun City West

## Teresa Tenbrink

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**From:** Paul Kinnison <luapamron@cox.net>  
**Sent:** Wednesday, August 06, 2014 7:54 AM  
**To:** BitterSmith-Web  
**Subject:** Water Consolidation

As a recent retiree that has lived in Sun City West for 11 years, I strongly oppose any measure that would raise water rates in this community. Since Epcor has been the provider in SCW our water bills have increased by 10-20 dollars a month. Further increases in the Sun Cities will cause a great hardship for many residence of our community.

Respectfully submitted, Norma Kinnison

4630 W Yosemite DR,  
SCW 85375  
602-975-3801

## Teresa Tenbrink

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**From:** Lori Reinhart <stevelori.reinhart@gmail.com>  
**Sent:** Wednesday, August 06, 2014 7:32 AM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Epcor Water Arizona Inc. wastewater rate; SW-01303A-09-0343

Subject: Epcor Water Arizona Inc. wastewater rate  
Docket/Cas #: SW-01303A-09-0343

Date: 8/6/2014  
From =>

Stephen and Lori Reinhart  
3083 N. Eastview Way  
Buckeye, AZ 85396

Phone: 925-487-4983

We chose to live in Verrado as it is one of the best communities to live in here in the West Valley of Phoenix.

However, one of the hidden nightmares that was not disclosed was the cost of our water treatment. Our water bill is consistently greater than \$200 per month even in the middle of winter. We have not been able to lower our bill as the "automatic" costs are simply outrageous. My co-workers at the power plant I work at have bills around \$60 to \$80 a month and they simply can not believe that we have paid as much as \$500 in a month - even with a very small yard. We have removed all of the grass in our yard and have added rocks, but we still can not get a reasonable bill.

Please help us.

Thanks,

Steve and Lori Reinhart  
925-487-4983

**Teresa Tenbrink**

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**From:** cvjlblock <cvjlblock@aol.com>  
**Sent:** Tuesday, August 05, 2014 8:38 PM  
**Subject:** Fwd: EPCOR Proposal

I do not want to share waste water costs with other districts to offset their rising costs. I see no advantage for Sun City West residents and reject the whole idea. Please reject EPCOR'S proposal.

Sincerely, Jerry Block

## Teresa Tenbrink

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**From:** Lauren <lauren0114@aol.com>  
**Sent:** Tuesday, August 05, 2014 6:27 PM  
**To:** BitterSmith-Web; RBurns-Web; Stump-Web; Burns-Web; Pierce-Web  
**Subject:** Wastewater Rate Relief from EPCOR Water in the Agua Fria District

Dear Commissioners,

This email is in response to the pending case regarding EPCOR Water and Sewer rates in the Agua Fria District. I am a resident of Verrado, a subdivision that is greatly effected by this water company and their horrendously high rates for both sewage and water. There are 1.5 people residing in our home (my husband's work has him away from home at least half of each week), desert landscaping (that's right, only plants that need minimal water), and our household water consumption is extremely low compared to most larger families (typically less than 6,000 gallons per month). Our water bills from EPCOR each month are never less than \$215, and unfortunately, are typically much higher. The first month we lived in our home our bill was over \$400! How could a small family's water bill be that much? Fact, we pay more for our water bill each month than we do electricity, even in the hot summer months. We are beyond disgusted with this water company and their high rates. However, I must admit, I am even more disgusted with you all who have APPROVED these water and sewage rates and increases in the years and months past. You are elected officials put in place to protect the general public from corruption from various companies. What's happening now with EPCOR Water is corruption, and it continues to get worse. **TAKE ACTION AND DO SOMETHING ABOUT THIS!!!**

Neighbors have started moving out of the community because they simply cannot afford such a high utility bill. And I have to admit, I do not blame them. I often entertain the idea of moving out of the community and State even, just to avoid this extremely high cost. EPCOR Water is single handedly ruining our great community. We beg you, please take the appropriate action and **HELP!**

Lauren Driessen - an AZ tax paying citizen  
4058 N. Golfview Dr.  
Buckeye AZ 85396

**Teresa Tenbrink**

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**From:** kenneyb1@cox.net  
**Sent:** Tuesday, August 05, 2014 6:26 PM  
**To:** BitterSmith-Web  
**Subject:** EPCOR rates

Dear Commission Bitter Smith:

he people in the five districts knew the rates when they moved in. The commissioners created the various rates according to several variables for each district.

EPCOR knew this when they bought the business. This was an important factor when I bought a home in Sun City West.

The costs of accounting are part of doing business. This cost should not be put back on the customers, but should be taken from their profits.

EPCOR has three proposals.

1. does not involve Sun City West
- 2 & 3 proposals: I am strongly against.

Thank you for your consideration and I will vote in the future based on your representation.

Sincerely,  
Brenda Kenney  
13926 W Whitewood Dr.  
Sun City West, AZ 85375

## Teresa Tenbrink

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**From:** Lee Roark <lroark@att.net>  
**Sent:** Tuesday, August 05, 2014 5:48 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Possible Waste Water Rate Increase

Arizona Corporation Commissioners:

We have been residents of Sun City West (SCW) since November of 2012. We purchased a retirement home in SCW, in part, because it was an affordable community for retired folk like us on fixed incomes. We now learn that EPCOR is proposing consolidation of waste water treatment districts, **which if** allowed by the Arizona Corporation Commission, will significantly increase our monthly waste water rates. We vehemently oppose this restructuring.

We do not pretend to understand all the details of this proposal, but it does not make sense that the long established SCW community should shoulder or share the cost burden of other districts, when SCW has an established rate structure for its own waste water facilities. As it is, we can not understand why our current waste water rates are as high as they are (we were told they are tied to our water consumption, which does not seem to account for water used outside the home for things like irrigation, that do not impact the waste water system). That being said, now we are potentially going to pay to bail out other water districts, this does not make sense.

We did our due diligence when purchasing in SCW, residences in other districts should have done their due diligence when it came to utility costs, we should not be expected to cover their costs too. Corte Bella is a separate gated community, they should bear their own costs, they like to boast of their anonymity. EPCOR's accounting costs should be absorbed by them as their cost to do business; we should not be assessed for their position to service multiple districts.

In all fairness, we do not believe that the Arizona Corporation Commission should allow SCW to be included in this waste water rate restructuring.

Thank you for your consideration

A. Lee and Darralane Roark  
15364 W. Black Gold La  
Sun City West, AZ 85375

Gary Pierce, Commissioner - [Pierce-web@azcc.gov](mailto:Pierce-web@azcc.gov)  
Brenda Burns, Commissioner - [Burns-web@azcc.gov](mailto:Burns-web@azcc.gov)  
Bob Stump, Chairman - [Stump-web@azcc.gov](mailto:Stump-web@azcc.gov)  
Susan Bitter Smith, Commissioner - [BitterSmith-web@azcc.gov](mailto:BitterSmith-web@azcc.gov)  
Bob Burns, Commissioner - [RBurns-web@azcc.gov](mailto:RBurns-web@azcc.gov)

**Teresa Tenbrink**

---

**From:** Walter <walterb371@msn.com>  
**Sent:** Tuesday, August 05, 2014 4:52 PM  
**To:** BitterSmith-Web  
**Subject:** Waste Water Consolidation

August 4, 2014

Dear Commissioner Susan Bitter Smith,

This is a short letter in opposition of the recent discussion of waste water consolidation. In light of the recent proposal to initiate an accounting review in order to identify the need for consolidation of water waste rates for the communities of Corte Bella and Sun City West, I strongly disagree and encourage you to vote against this issue. I chose to live in Sun City West for many reasons, and utility costs were one of them. It would be an injustice to every home owner within our community to allow this consolidation initiative to occur. We, in Sun City West, certainly do not share the facilities and or the home values within Corta Bella. We have a much lower average of home values and residents with a much lower income base. The average income in Sun City West is \$43,748 compared to 30% of residents living in Corta Bella with an income over \$75,000 and 20% of the residents making over \$50,000.(1)

Commissioners are voted into office for a reason, which is to vote on behalf of the interests of the residents they represent. I strongly disagree with any consideration to move forward with consolidation of this project.

Walt Bisbee, Jr., MS  
22310 N. Cochise Lane  
Sun City West, AZ

1. Data Provided by American Community Survey

## Teresa Tenbrink

---

**From:** Pete & Marilyn <psmsinaz@cox.net>  
**Sent:** Tuesday, August 05, 2014 4:32 PM  
**To:** Pierce-Web  
**Cc:** Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Sun City West Water/ waste rates

Dear Commissioner's

Please consider us (My wife and I ) opposed to the District consolidation and water rate increase for Sun City West.

Note that Sun City was built before Sun City West and their water system is older and more prone to water main breaks. Why then is their anticipated water rate so much lower than ours? The people at Anthem and Corta Bella chose to buy their nice homes and enjoy the green Grass and beautiful water falls.

Sun City West has five wells and the Sheriff's Posse patrol visits each well At least three times a day'. They report water leaks and watch for vandalism . West is very aware that Water here some day will be as costly as gold. We Have 82 homes in our Association, we removed our grass 8 years ago and put down gravel . Our Flora and Fauna are all low water usage We would hope that each district is as conscious as our's when it comes to Water conservation!

Respectfully Yours;

Peter and Marilyn Stankovitch

15233 Blue Verde Dr.

Sun City West, AZ 85375

**Teresa Tenbrink**

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**From:** EDMUND GILLEST <egillest@msn.com>  
**Sent:** Tuesday, August 05, 2014 3:37 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** FW: PORA President Response - Re-Send Due to Technical Difficulties

Dear Commissioners (Mr. Stump, Ms. Burns, Mr. Pierce, Ms. Smith, Mr. Pierce)

I'm a residence of Sun City West (15902 West Sentinel Dr. 85375) and a member of PORA, and I would like to state that I'm against us being combined with the other communities unless there is a cost saving associated with this move **for all of the communities**. If your doing this to have other communities share in the cost reduction and plan to raise our rates to justify I whole hardly do not agree with this type of decision. If the waste water systems in the other communities are out dated and need capital dollars for improvements they should pay for there expenses prior to the consolidation.

Sincerely ,

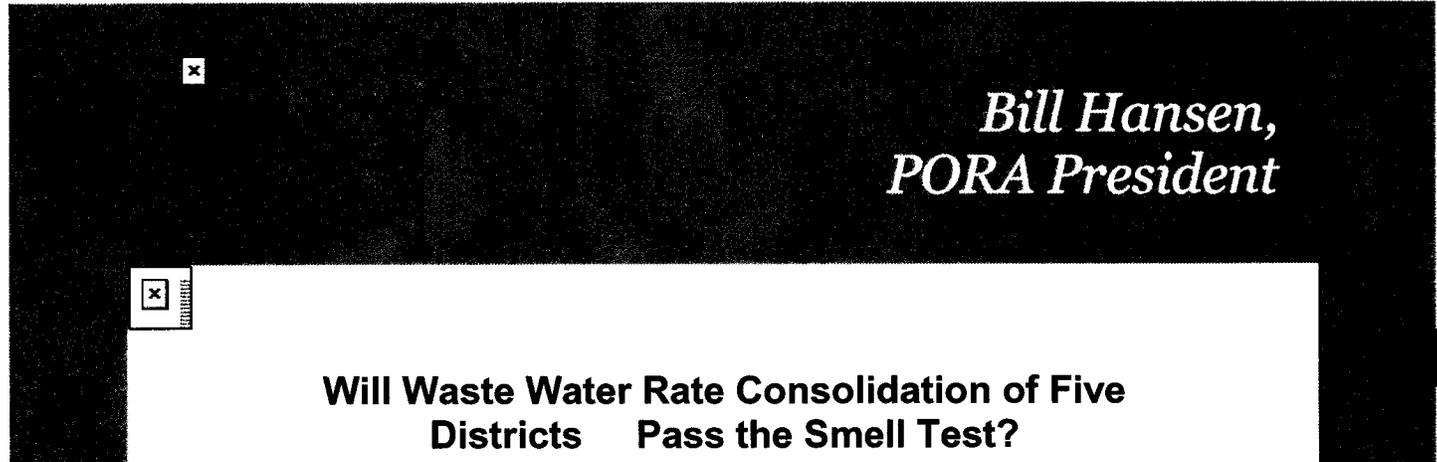
Ed Gillest  
Gillest & Associates, LLC  
PH# 720-891-2824

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Thank You

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**From:** editor@porascw.org  
**To:** egillest@msn.com  
**Date:** Wed, 30 Jul 2014 16:29:23 -0400  
**Subject:** PORA President Response - Re-Send Due to Technical Difficulties



*Bill Hansen,  
PORA President*

**Will Waste Water Rate Consolidation of Five  
Districts Pass the Smell Test?**

Following the mail box stuffing by EPCOR with its proposal to consolidate waste water rates among the five districts, where those charges range from \$18.11 monthly minimum, to next January's increase to \$121.91, the phones at PORA were ringing off the wall. To create a clearer understanding of what precipitated this proposal, one needs to understand a petition drive by Corte Bella residents and some other smaller districts in the Agua Fria district who bear the high end of the rate variance among the five waste water districts. Part of that rate advancement was triggered by their de-consolidation with Anthem two years ago which stripped them of 5,700 customers, as well as other factors.

Simultaneously, EPCOR decided to bring their agenda item to the Arizona Corporation Commission by offering rate consolidation as one answer to the wide variance in rates. However, that's precisely one reason why we have commissioners establishing rates, because there are variable factors among the five districts. Age of system is one, costs at the time of origin, geographical spread, number of customers to share fixed costs, and other related differences.

Rate review is rare, and it may be costly with EPCOR stating their accounting review will cost upwards of \$350,000 to \$700,000, and expressing that they don't view it as their regular cost to be deducted from profits. Likewise, other communities, such as Sun City West, who did not seek to be involved in this rate case, find no basis for their assessment of these charges. This issue remains to be resolved.

On July 22nd, at the hearing I attended on behalf of PORA, the commissioners set the agenda parameters for an August meeting to review EPCOR's accounting findings. Several PORA members had previously met with EPCOR representatives at our office for a "heads-up" discussion on what was evolving over waste water issues.

Three major areas of exploration will be pursued at the August meeting:

1. Possible re-consolidation between Agua Fria and Anthem.
2. Consolidation of Corte Bella and Sun City West.
3. EPCOR's proposal to consolidate all five waste water districts into one.

PORA intends to vigorously oppose Option #2 and #3, while not participating in Option #1, since it does not impact us directly.

We urge all Sun City West residents to email the five commissioners, expressing in your own words some of the logical reasons for opposition expressed in the second paragraph. Every resident has a variety of reasons for selecting the community of their residence such as property tax, recreational fees in retirement communities, utility costs, and other factors which all play a role in that selection. Likewise,

there are very legitimate factors which cause utilities fees to differ and every residents should be entitled to make judgments accordingly. We should not be expected to bear cost burdens over that which we have no control.

Listed below is the monthly rate cost currently assessed for minimum waste water services by EPCOR by district: Agua Fria - \$106.21, going to \$121.91; Anthem \$62.43, dropping to \$56.25; Sun City \$18.11, Sun City West \$30.96, and Mohave \$56.55. All of these districts are quite diverse in age, geographical spread, time of original construction, and other factors.

Once more, our most effective weapon in defeating higher rates and consolidation is through your email objection. Listed below are the email address of the five Arizona Corporation Commissioners:

Gary Pierce, Commissioner - [Pierce-web@azcc.gov](mailto:Pierce-web@azcc.gov)  
Brenda Burns, Commissioner - [Burns-web@azcc.gov](mailto:Burns-web@azcc.gov)  
Bob Stump, Chairman - [Stump-web@azcc.gov](mailto:Stump-web@azcc.gov)  
Susan Bitter Smith, Commissioner - [BitterSmith-web@azcc.gov](mailto:BitterSmith-web@azcc.gov)  
Bob Burns, Commissioner - [RBurns-web@azcc.gov](mailto:RBurns-web@azcc.gov)

The mailing address is:

Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington - 2nd Floor  
Phoenix, Arizona 85007



PORA / 13815 Camino del Sol / Sun City West, AZ 85375 / 623-584-4288 / [www.porascw.org](http://www.porascw.org)



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PORA Newsletter Editor | [editor@porascw.org](mailto:editor@porascw.org) | Sun City West Property Owners & Residents Assoc | 13815 Camino del Sol | Sun City West, AZ 85375

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## Teresa Tenbrink

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**From:** Jackie Bannitz <jbannitz@cox.net>  
**Sent:** Tuesday, August 05, 2014 2:27 PM  
**To:** Pierce-Web; -web@azcc.gov; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Consolidation Of Water District

We live in Sun City West and retired here 15 years ago. We selected SCW because of the affordability of living here. We are DO NOT SUPPORT consolidation of the five water districts nor do we support consolidation with Corte Bella. At the very least, it would more than double our water costs which is unacceptable.

Thank you.

Chuck and Jackie Bannitz

Jay S. Chaney  
14146 W. Yosemite Drive  
Sun City West, Az. 85375

August 4, 2014

Dear Sir:

As relatively new homeowners in Sun City West we are disappointed to learn of the possibility of a raise in wastewater rates. It seems unfair to consolidate because there are variable factors among the five districts as they are all very diverse in age, time of original construction, geographical spread and other factors.

We purchased in Sun City West feeling that the cost of living there was affordable for us and additional costs would be a hardship for us and many residents.

As to consolidation of Corte Bella and Sun City West, we should not be burdened by increasing our costs while minimizing their costs. We should not be bear cost burdens over that which we have no control.

Very truly yours,

Jay S. Chaney

**Teresa Tenbrink**

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**From:** judith geilenfeldt <judygee1841@gmail.com>  
**Sent:** Tuesday, August 05, 2014 11:44 AM  
**To:** BitterSmith-Web  
**Subject:** Docket Nos. W-01303A-09-0343, and SW-01303A-09-0343

Commissioner BitterSmith:

My husband and I are writing this letter to STRONGLY URGE you to VOTE YES for FULL CONSOLIDATION of all of EPCOR water/sewer districts. This would provide a larger base to spread the escalating cost of service.

Our rates in Verrado are completely out of line with their other districts.

We thank you for your time and service.

Sincerely,

Robert and Judith Geilenfeldt  
20436 W Hamilton St  
Buckeye, Az. 85396

## **Teresa Tenbrink**

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**From:** Judy Klimek <judyklimek39@gmail.com>  
**Sent:** Tuesday, August 05, 2014 8:52 AM  
**To:** BitterSmith-Web  
**Subject:** Docket # SW-01303A-09-0343 EPCOR consolidation

Commissioner Bitter-Smith,

I am in favor of the consolidation plan that EPCOR is recommending that would affect the residence of Verrado. We are paying way to much for our water compared to many other communities in the Phoenix area. Our rates are so high that people are actually moving out of the area, this is not good for growth in the City of Buckeye. An EPCOR representative said in a town meeting last week that the waster water is used to water the Verrado golf course.... why don't we get a break on the money that Verrado is saving by using the our waste water? The rates that EPCOR is charging the Verrado residence is obscene. We can't continue to pay these rates that we have now only to see future increases. Please help us.

Judy Klimek

**Teresa Tenbrink**

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**From:** Don & Helen Schneider <dandh02@cox.net>  
**Sent:** Tuesday, August 05, 2014 8:48 AM  
**To:** Pierce-Web; Burns-Web; Stunp-web@azcc.gov; BitterSmith-Web; RBurns-Web  
**Subject:** Proposed Epcor Rate Consolidation

We are year round residents of Sun City West and strongly oppose the consolidation of Corte Bella and Sun City West as well as the Epcor proposal to consolidate all five water districts into one.

Mr. and Mrs. Donald Schneider

**Teresa Tenbrink**

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**From:** Willie Barraza <whbarraza@yahoo.com>  
**Sent:** Tuesday, August 05, 2014 7:22 AM  
**To:** BitterSmith-Web  
**Subject:** VERRADO WATER/SEWER RATES

PLEASE vote to consolidate ALL EPCOR customers (including Anthem).

**Teresa Tenbrink**

---

**From:** Charles Giannetto <charles\_giannetto@cox.net>  
**Sent:** Monday, August 04, 2014 6:46 PM  
**To:** Pierce-webb@azcc.gov; Burns-weg@azcc.gov; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** EPCOR

Please be advised that I bitterly oppose what EPCOR is trying to do to appease such a small minority of consumers. Sun City and Sun City West, which makes up more than 75% of EPCOR customers, and have been in existence for over 1/4 century, and do not need any further upgrades, shouldn't have to subsidize the newer communities.

This country is going to the dogs with the administration trying to appease 15M illegals, and now our own water district doing exactly the same thing.

Sincerely

Charles Giannetto

**Teresa Tenbrink**

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**From:** Hank & Joan <mahal2@cox.net>  
**Sent:** Monday, August 04, 2014 4:58 PM  
**To:** BitterSmith-Web  
**Subject:** Waste Water Rate Consolidation

Dear Commissioner Bitter Smith:

We are residents of Sun City West wanting to express our concern regarding EPCOR's desire to impose consolidation of waste water districts. Together with many SCW residents, we are retired and subsisting on fixed income. When we purchased our home here, the decision was based on the prevailing structure regarding taxes, rec fees, utility rates, etc. The consolidation being considered involves districts of vastly different parameters in this regard.

We strongly oppose SCW, first of all, being assessed for any of the costs incurred by EPCOR's accounting review and secondly, the possibility of being penalized to change the basis of our monthly waste water charges to include contribution to other districts.

Henry and Joan Nahass  
Sun City West, AZ  
E: [mahal2@cox.net](mailto:mahal2@cox.net)

## Teresa Tenbrink

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**From:** mary@lovingcareathome.com  
**Sent:** Monday, August 04, 2014 3:13 PM  
**To:** Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
**Subject:** Water Consolidation

Dear Sirs,

As a senior living in Sun City West, I am opposed to the consolidation proposal made by Epcor, which will no doubt increase the base wastewater cost per household here. Like others choosing this community for their "golden years" we are on a fixed income. The proposed rate increase is unreasonable for at least three reasons. First, a consolidation penalizes us for our smaller family sizes. A family of five in Anthem would pay significantly less per person for fixed, basic water and waste services than would those of us with only a one-or-two family household. Second, most of our residents are on a fixed incomes and many are over 80 years old. It would be a slap in the face to our World War II greatest generation to continue to raise their water-related rates. Third, we are enduring stepped raises in our water rates already.

Please don't even consider any proposal that will further hike water-related fees for Sun City or Sun City West. It places an unfair burden on those who can least afford it.

Sincerely,

Mary Nielson  
(623) 565-8928

**Teresa Tenbrink**

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**From:** Jean Hulbert <halloweenjean@msn.com>  
**Sent:** Tuesday, August 05, 2014 11:09 AM  
**To:** BitterSmith-Web  
**Subject:** Excessive Water Rates in Agua Fria District: Verrado Resident

To whom it may concern: Please Please consider consolidating the water district!!! As a resident here in Verrado I have been affected greatly! The water and sewer rates are out of control and making us all evaluate whether we can afford to still live here after being here for 8 years. Something has to be DONE!! There was a Huge attendance at the meeting last week and everyone is very upset and concerned!

**Fully consolidated districts with a single rate structure reflect what consumers experience in most municipal districts.**

**Please, vote for a move back to fully consolidated water districts.!!!!!!**

**We will be closely monitoring your decision and are considering outreach options to local and state media.**

**Thank you....Jean Hulbert**

**Teresa Tenbrink**

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**From:** circuitmary@yahoo.com  
**Sent:** Tuesday, August 05, 2014 9:39 AM  
**To:** BitterSmith-Web  
**Subject:** Hike

we moved to Sun City West not Corta Bella because of the low taxes and fees. please leave our fees alone. Mary Lawson

Sent from my iPad

**Teresa Tenbrink**

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**From:** Sue HANRAHAN <stunsueh@yahoo.com>  
**Sent:** Monday, August 04, 2014 7:46 PM  
**To:** BitterSmith-Web  
**Subject:** Rates

Please vote to keep our rates down.

Sent from my iPad.  
Sue Hanrahan

**Teresa Tenbrink**

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**From:** annjim@cox.net  
**Sent:** Monday, August 04, 2014 5:29 PM  
**To:** Pierce-Web; RBurns-Web; Stump-Web; BitterSmith-Web  
**Cc:** Ann  
**Subject:** Consolidation of Waste Water Rates

Dear Arizona Corporation Commission:

I am writing to express my objection to the proposed consolidation of waste water rates for Sun City West and Corte Bella and/or the total consolidation of all five waste water districts. The rate increase resulting from such a consolidation would result in financial hardship for many of the residents in Sun City West. When my husband and I selected this community for our retirement, we did so based on a number of factors, and utility rates was a high priority. Like most retirees living on a fixed income, we have been subjected to burgeoning health care costs combined with a decrease in our retirement investments. Fortunately, the favorable utility rates in combination with other factors, have enabled us to live comfortably. I fear that will not be the case should this consolidation take place.

At this juncture in time, many residents are making choices that involve juggling prescriptions and utilities and food. When they chose Sun City West as their place of retirement, they did not expect to bear such a cost burden as the one that will inevitably occur should you allow this consolidation to take place.

It is also important to note that we have a corporation commission to establish rates for each of the five districts. Why? Because each district has its own history, cost analysis, number of customers and geographical area. Please consider ours when you make your decision.

Thank you for your consideration.

Ann I. Goldfarb, Sun City West